



# Fundamental Principles of Security

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While this manual attempts to define some of the fundamental aspects of the protection field, it should also be understood that it is not a definitive work on the subject of security and safety. This information is meant to be a starting point in security education, not a finishing point. Information contained in this manual should not be construed as a replacement for any individual company policy, procedure, instruction, protocol, or philosophy, etc.

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## **Introduction**

The security industry has experienced some great advancements over the past 20 years. Today the private sector security industry is an intricate part of the security in all areas of personal, corporate, and public safety. Today the professional Security Officer is responsible for more than just the simple task of observation and reporting. In addition to our fundamental task of observation and reporting, members of our profession stand in the forefront of the battle against Terrorism, Workplace Violence, Bombings, Espionage, Sabotage, Cyber-Terrorism, and other sophisticated crimes. Private sector security has been responsible for the development and or utilization of advanced technical security measures which today are elements of our daily routines. Examples of this include the advancements in intrusion detection systems, access control, loss prevention, information security, computer security, etc, etc. In today's society, the public expects Security Officers to possess the knowledge necessary to perform the task of protection. In some cases, security employers will require their officers to have college level training. In other instances, Security Officers must obtain state licensing and complete mandatory training programs prior to working in the field. In other cases, Security Officers enter the field without the benefit of even fundamental protection knowledge.

This manual has been created with the goal of presenting Security Officers with a basic understanding of the knowledge necessary to operate in the general protection field. The manual is designed in a format which is devoid of unnecessary fluff writing and focuses solely on some of the core elements of each topic. The information contained herein is written in a non-technical manner and is meant to be easily understood by the reader. The topics covered in this text include the fundamentals of: security professionalism, risk management, patrol procedures, fire safety, first aid, report writing, and many other topics of importance to the Security Officer.

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## Security Professionalism

Security Officers hold a position of great trust and responsibility in today's workplace. Security Officers are employed to provide protection against criminal attacks, workplace violence, fires, industrial accidents, and a host of natural and man-made disasters. In addition, Security Officers are often entrusted with confidential company information, along with the task of monitoring the activities and behaviors of persons within an organization to ensure that policies and rules are followed. While this may seem to be common sense, Security Officers must never forget the reason they are being employed.

Security Officers are generally granted a greater level of access to company property than other employees, and will work with little or no direct supervision. Because of the unique position the Security Officer holds, he or she is expected to maintain a higher standard regarding personal and professional conduct. Companies must be able to trust their security personnel, and Security Officers must be trustworthy. Security Officers should be expected to set an example for what is considered correct behavior within the workplace. Security Officers must be expected to act at all times, moral, ethical and professional. The terms **moral**, **ethical** and **professional** define the essence of what being a Security Officer is all about. In order to gain a better understanding of these terms we will explore their definitions. These definitions were taken from Webster's Collegiate Dictionary.

- **Ethics**, is defined as: the discipline dealing with what is good and bad, with moral duty and obligation; a set of moral principles or values; the principles of conduct governing an individual or a group.
- **Moral**, is defined as: relating to principles of right and wrong in behavior; ethical; conforming to a standard of right behavior.
- **Profession**, is defined as: a calling requiring specialized knowledge; a principle calling, vocation, or employment; the whole body of persons engaged in a calling.
- **Professional**, is defined as: relating to, or characteristic of a profession; characterized by, or conforming to the technical or ethical standards of a profession.
- **Professionalism**, is defined as: the conduct, aims, or qualities that characterize or mark a profession or a professional person.

Ethical and professional conduct is not only important to the Security Officer, but it's also important to the security industry he or she represents. If Security Officers are to be respected as professionals and allowed to hold positions of trust and responsibility, they must hold themselves to a higher standard of behavior. Security Officers who consider themselves professionals and operate as such should experience a higher level of success in the industry. It's common sense to believe that if you represent yourself as a professional you will be considered a professional. In the following text the characteristics of a professional Security Officer will be outlined and defined.

## Characteristics of a Professional Security Officer

The Security Officer is no different from anyone else in the workplace with respect to having a job to perform. However, the Security Officer's job, unlike any other, is to provide protection for the entire facility and all the employees that work there. When you stop to think about it, the responsibility that weighs on the shoulders of the Security Officer is enormous.

A Security Officer's success will be based directly upon his / her actions, appearance, and behavior while on duty. The Security Officer that conducts himself / herself like a professional will be viewed as a professional and be allowed to hold a position of trust and be respected by those he or she protects. The Security Officer that displays non-professional conduct or appearance will receive little, if any, respect at all. So it becomes important for the Security Officer to know what professional behavior is and apply it at all times while on duty. The motivation to be a professional must start from within.

The Security Officer should realize that while he or she is on duty they represent not only **themselves**, but the **security company** who employs them, the **client** they protect, and the entire **security industry** as a whole. The Security Officer's actions, whether positive or negative, will reflect on all of these.

## Professional Image

As a Security Officer, you will have the opportunity to come in contact with many different types of individuals while on duty. These individuals could be police officers, firefighters, government agents, journalists, company employees, management, customers, vendors, criminals, or the general public. First impressions are lasting. The saying "you never get a second chance to make a good first impression" is true. We live in a society where people are very image conscious. Right or wrong, you will be judged by your appearance, as well as your actions. A professional appearance is one that commands respect. It conveys the message that you take pride in both yourself and your profession. The professional appearance can open doors for you, or close them in your face.

## Uniforms

Uniforms worn by Security Officers can come in a variety of styles. These uniform styles include the traditional police-style uniform, sport coat and tie, dress pants and sport shirts, or any other form of clothing the client considers a uniform. No matter what style of uniform you wear the following should be remembered.

- Uniforms should always be clean and fit correctly
- Uniforms should be worn the way they were intended
- Shoes should be black in color, and clean or polished
- All uniform accessories such as, badges, belts, hats, etc. should be clean and in good condition
- Personal jewelry should be kept to a minimum
- Worn or damaged uniforms should be replaced immediately

## Grooming

- There is no excuse for reporting to duty with an unkempt appearance
- Baths or showers should be taken prior to reporting for duty

- You should be free of body odors and bad breath
- Head and facial hair should be clean and neatly trimmed

### **Posture**

- The Security Officer should stand up straight and project an image of strength
- While sitting, remain in an upright position so you don't appear to be sleeping or lazy
- The Security Officer should walk and move with a look of purpose

### **Professional Attitude**

In general, the security profession can be very demanding and stressful. It is important that the Security Officer arrive for duty with the proper mental attitude toward himself / herself, others, and the task at hand.

### **Self-Esteem**

- Have respect for yourself at all times
- Be confident in your abilities
- Develop leadership qualities
- Understand that your job is important and helpful to those you are assigned to protect
- At times protection work can become boring and routine, always keep your morale up in ways such as: challenging yourself to perform tasks more efficiently, obtaining more job education, encouraging fellow officers to develop professionally

### **Respect for Others**

- Attempt to place your personal prejudices aside while on duty
- Understand that other people are different from you and may have opinions that are different from yours
- Remain objective in your thinking and decision making while on duty.
- Develop patience for others
- Have an understanding of / and respect for the physical limitations or disabilities others may have
- Leave your personal, family and financial problems at home. The workplace is not an appropriate venue for these types of discussions
- Respect the religions, politics, and social beliefs of others, no matter how they differ from yours
- Be helpful, courteous, and polite to the people to come in contact with

### **Self Motivation**

- Be a self starter. Know what is expected of you and do it
- Be proactive, try to solve problems before they happen
- Perform all required duty tasks as specified in your post orders
- Complete assigned duties correctly and on time
- Take responsibility for your actions. Don't develop the habit of blaming others
- Have a sense of honor and duty
- Be a self-supervisor

## **Other Professional Conduct**

### **Self Discipline**

- Report for duty on time
- Limit absenteeism from work
- Report for duty prepared
- Understand that some assignments can be boring or difficult, the weather can turn bad, work hours can be long, etc. Understand that these are all inherent elements of the security profession

### **Verbal Manner**

- Speak in a good tone of voice
- Speak clearly so that you are easily understood
- Learn to project your voice outwards, so others can hear you
- Don't speak harshly or rudely to others
- Speak with confidence

### **Honesty**

- The professional Security Officer does not lie, make false reports, or steal. Dishonesty is the unforgivable sin of the security industry
- Never attempt to cover up a mistake. Remember, everyone makes mistakes

### **Personal Development**

- Always strive to develop yourself both personally and professionally
- Attending seminars and training programs relating to security and safety
- Consider writing and publishing articles regarding safety and security issues in local newspapers, company newsletters, etc.
- Developing and conducting lectures or training programs within your company or community
- Reading books, magazines or professional journals relating to the protection industry
- Joining professional associations
- Conducting research on the Internet

### **Report Writing**

- All written reports should reflect high standards with regards to preparation
- Reports should be constructed in a manner which exemplifies intelligence
- Reports should be free of spelling and grammar errors
- Reports must not contain erroneous or false information or statements
- Reports should be prepared in a manner that reflects neatness and attention to detail
- Professional reports do not contain "line-out" or "white-out" to correct mistakes. If mistakes are present, the report should be rewritten
- Use black ink when writing reports, unless your company requires some other color of ink
- Reports must be submitted on time
- Reports must be handled, filed, and archived in a professional manner



## **Negative Behaviors to Avoid**

I should not have to mention these negative behaviors, but since some Security Officers still intend on exhibiting such behavior, I feel I must list them in order to insure that we all know the types of behaviors to avoid.

- Sleeping while on duty
- Reporting late for duty
- Reporting for duty out of uniform or ungroomed
- Use of illegal drugs or alcohol while on duty
- Abandoning a security post
- Falsifying or altering reports or documents
- Telling lies or giving false statements
- Failing to report hazardous situations or violations of company policies
- Being physically abusive to others
- Being verbally abusive to others
- Using company property without permission
- Destruction of property that does not belong to you
- Defacing property that does not belong to you
- Being lazy
- Refusing to perform assigned duties
- Stealing
- Taking a bribe
- Asking for financial favors from clients or other employees
- Allowing others to violate policies or rules
- Sexual harassing behavior
- Allowing personal prejudices to interfere with your duty
- Allowing personal friendships to influence your professional judgement
- Allowing personal problems to interfere with your duty
- Any other behavior that could be considered unprofessional or unethical

## **Code of Ethics**

This code of ethics was developed through a joint effort between Criminal Justice professionals, Security Industry Associations, and Security companies and professionals. It was created as a product of the work conducted by the Private Security Task Force to the National Advisory Committee on Criminal Justice Standards and Goals during 1975 and 1976. Since then, it has been adopted by the security industry and is considered to be the standard Code of Ethics for all Security Professionals.

### **Code of Ethics for Private Security Officers**

#### **Preamble**

In recognition of the significant contribution of private security to crime prevention and reduction, as a private Security Officer, I pledge:

### **Article 1**

To accept the responsibilities and fulfill the obligations of my role: protecting life and property; preventing and reducing crimes against my employer's business, or other organizations and institutions to which I am assigned; upholding the law; and respecting the constitutional rights of all persons.

### **Article 2**

To conduct myself with honesty and integrity and to adhere to the highest moral principles in the performance of my security duties.

### **Article 3**

To be faithful, diligent, and dependable in discharging my duties, and to uphold at all times the laws, policies, and procedures that protect the rights of others.

### **Article 4**

To observe the precepts of truth, accuracy, and prudence, without allowing personal feelings, prejudices, animosities or friendships to influence my judgement.

### **Article 5**

To report to my superiors, without hesitation, any violation of the law or of my employer's or client's regulations.

### **Article 6**

To respect and protect the confidential and privileged information of my employer or client beyond the term of my employment, except when it is contrary to law or to this Code of Ethics.

### **Article 7**

To cooperate with all recognized and responsible law enforcement and government agencies in matters within their jurisdiction.

### **Article 8**

To accept no compensation, commission, gratuity, or other advantage without the knowledge and consent of my employer.

### **Article 9**

To conduct myself professionally at all times, and to perform my duties in a manner that reflects credit upon myself, my employer, and the private security industry.

## **Article 10**

To strive continually to improve my performance by seeking training and educational opportunities that will better prepare me for my private security duties.

## **Code of Ethics for Private Security Management**

### **Preamble**

As managers of private security functions and employees, we pledge:

### **Article 1**

To recognize that our principal responsibilities are, in the service of our organizations and clients, to protect life and property as well as to prevent and reduce crime against our business, industry, or other organizations and institutions; and in the public interest, to uphold the law and to respect the constitutional rights of all persons

### **Article 2**

To be guided by a sense of integrity, honor, justice and morality in conduct of business; in all personnel matters; in relationships with government agencies, clients, and employees; and in responsibilities to the general public.

### **Article 3**

To strive faithfully to render security services of the highest quality and to work continuously to improve our knowledge and skills and thereby improve the overall effectiveness of private security.

### **Article 4**

To uphold the trust of our employees, our clients, and the public by performing our functions within the law, not ordering or condoning violations of law, and ensuring that our security personnel conduct their assigned duties lawfully and with proper regard for the rights of others.

### **Article 5**

To respect the reputation and practice of others in private security, but to expose to proper authorities and conduct that is unethical or unlawful.

### **Article 6**

To apply uniform and equitable standards of employment in recruiting and selecting personnel regardless of race, creed, color, sex, or age, and in providing salaries commensurate with job responsibilities and with training, education, and experience.

#### **Article 7**

To cooperate with recognized and responsible law enforcement and other criminal justice agencies; to comply with security licensing and registration laws and other statutory requirements that pertain to our business.

#### **Article 8**

To respect and protect the confidential and privileged information of employers and clients beyond the term of our employment, except where their interest are contrary to law or to this Code of Ethics.

#### **Article 9**

To maintain a professional posture in all business relationships with employers and clients, with others in the private security field, and with members of other professions; and to insist that our personnel adhere to the highest standards of professional conduct.

#### **Article 10**

To encourage the professional advancement of our personnel by assisting them to acquire appropriate security knowledge, education, and training.

## **Fundamentals of Risk Management**

The Security Officer's primary function is protecting a client from the risks associated with intentional attacks (crimes) and unintentional loss or injury (accidents). We can classify these risks simply as "crime risk" and "accident risk". In general, a risk can be defined as any hazard, threat, or peril which can result in the possible loss or damage to physical assets or physical well being. The effects of these risks are generally negative, which may range from minor to catastrophic in nature. Most of our daily activities will have some form of risk associated with them. For example, if you drive a car you are exposed to the risk of being involved in a traffic accident. Additional risk associated with driving a car include: the car breaking down, getting a flat tire, the car being stolen or car-jacked, etc.. These are all inherent risks associated with the act of driving a car. If we stop for a moment to think about it, we should realize that we are constantly confronted by risks in one form or another. Getting a flat tire while driving your car may not seem very dangerous, unless it occurs in an unfamiliar area of town, during the night.

As Security Officers, if we expect to protect our clients from these risks, than some effort must be made towards reducing and preventing the likelihood of their occurrence. In general, managing these types of risks is not that difficult a task. It doesn't require large investments of money or time. However, what will be required to successfully manage these risks will be an approach which is systematic and realistic, combined with dedicated and consistent action.

Developing an effective crime / accident prevention program requires some careful thought and detailed planning. Businesses must be able to identify and understand those risks which confront them. They must be able to accurately determine their probable exposure to such risks. They must have an understanding of their current level of protection, and evaluate the need for improved measures. And finally, these improvements, if any, must be incorporated into the current security and safety program. The key to effective risk management is planning, planning, and more planning.

### **Understanding Accident Risk**

An accident can be defined as: an unforeseen event or situation, which occurs unintentionally, resulting in a loss, injury or other damage. Accidents can come in all shapes and sizes. Automobile accidents, workplace injuries, and slipping in the shower are just a few examples of common daily accidents which can occur. We don't intend for these things to happen, however, the circumstances present at the time allow for their occurrence. An effective accident prevention program starts with the understanding that accidents can, and do, occur. In the workplace, safety must be of concern to all employees. Everyone must work together to insure that the workplace is as safe as possible. The type of safety risks associated with any individual workplace can vary from business to business. Also, the type of industry a particular business is engaged in influences these safety risks. The following are some general safety practices that can be implemented in the workplace:

- Understanding and adhering to established workplace safety laws mandated by the Occupational Safety and Health Administration ( OSHA ).
- Developing safety policies and procedures for the workplace.
- Enforcing safety policies and procedures.
- Providing employees with safety education training.
- Establishing work-safe policies and procedures for operating mechanical devices, vehicles, lifting

- objects, etc.
- Adhering to good housekeeping practices.
- Providing employees with first aid training.
- Developing emergency response procedures for hazardous material spills, evacuations, fires, medical emergencies, etc.
- Posting of safety literature in the workplace.

## Understanding Crime Risk

Before a crime risk can be identified, reduced, or prevented, we first must have an understanding of what a crime is. A crime can be defined as: the commission of an act which violates an established law. This is the definition of crime in its simplest terms. However, we must realize that while the concept of crime is simple, the true nature of crime is much more complex. Millions of crimes occur annually in the United States. On the surface, it would appear that all of these crimes have very little, if nothing, in common with each other. However, under closer examination we will find that these crimes have more in common with each other than we think.

A crime is the product, or result of an individual's criminal behavior. Human behavior is never a random occurrence, but a specific action which has a definite goal in mind. People basically think and act in much the same manner both psychologically and physically. We all have the same basic emotions, reactions to physical discomfort, we walk and talk, we have desires, needs, and goals, and a host of other similarities. These behavioral similarities can be identified and modeled because they occur within a structure. The only exception to this rule may be those individuals who suffer from genetic psychological disorders, or persons suffering from diseases that damage the brain's functions.

Since criminal behavior is a human behavior, we can assume that it has a structure to it as well. And if you assumed this to be true, your correct. There are certain common aspects, or elements, which are present in criminal behavior, as well as, criminal acts. This is not theory, but scientific fact. Criminals behave and operate in much the same way, even though they may have nothing else in common with each other. However, another aspect of human behavior which must also be given consideration is, human behavior is difficult, if not impossible, to predict in advance. Generally, we have no way of knowing when or where the next crime will occur, or who will commit that crime. This is the aspect of crime which is interpreted as randomness. Beyond this fact, once a crime has occurred, certain elements of the crime will be common and consistent with others, even though no two crimes are the same. These elements include such things as: motivations, methods, criminal histories, tools or weapons used, types of evidence left at crime scenes, etc.. These commonalities are what forensic science refers to as the elements of the crime. It is this common structure of crime that needs to be dissected and studied in order to obtain a better understanding of these acts.

All criminal acts possess three fundamental elements: desire, ability, opportunity. If one of these elements is absent from the equation, a crime cannot occur.

### • **Desire**

An individual must possess the desire to commit a criminal act before one can occur. Desire can also be called **motivation** or **intent**. Desire is the psychological element of the criminal process. An individual's motivation for committing a crime could be financial gain, revenge, a political agenda, a fantasy driven by

a psychopathic disorder, or any number of other motivations. Since the desire to commit a crime stems from a psychological or emotional process, it is very difficult, if not totally impossible, to control or predict it. No one can realistically control or predict another person's thoughts or emotions, and it's these very thoughts and emotions that will drive the criminal act. The most we can realistically do, is attempt to influence an individual and hope that they convince themselves not to commit a crime.

- **Ability**

An individual must also possess the ability to commit a crime. Possessing the ability to commit a crime means the individual must have the necessary **physical capabilities, skill, knowledge, the proper tools**, etc. This element in the criminal process is also difficult, if not impossible, to control. In our society, there is no way to realistically control an individual's physical capabilities, capacity for learning or developing skills, the instruments he / she has access to, availability of information, etc.. Developing the physical abilities which could be utilized for criminal activity, in and of itself, is not the problem. It's when these abilities are combined with the desire to commit criminal acts that it becomes a problem.

- **Opportunity**

The last element in the criminal process is opportunity. An opportunity to commit a crime must be present, before one can be committed. This means there must be a target of the criminal act. This final element of the criminal process is one that we do possess some degree of control over, because criminals don't select targets by accident. There is a structure to the way in which criminals select their intended targets. Criminals select their targets based on a specific criteria. This target selection criteria is based on four key elements:

**Suitability:** the criminal must consider the target to be suitable for his needs.

**Vulnerability:** the target must be vulnerable to the criminal's attack.

**Accessibility:** the criminal must be able to gain access to the target for the amount of time necessary to commit the act.

**Risk present:** the criminal must consider the level of risk associated with the commission of the crime. Will he / she be able to escape after committing the crime, what level of resistance will be confronted, will the police interdict? These are all aspects that will be considered prior to committing the crime.

It is important to understand the relationship between this target selection criteria and opportunity. If this selection process is the basis for choosing the right opportunity to commit a crime, and our goal is preventing the crime. We should then examine how we can interfere with this selection process in a way which reduces the likelihood of the crime occurring.

Potential targets can be classified as either "**soft targets**" or "**hard targets**". Soft targets are ones in which minimal, if any, protective measures are employed to defend against criminal attack. Hard targets are ones in which extensive protective measures are employed to defend against criminal attack. Statistically, soft targets are attacked more often, than are hard targets, due to their vulnerability to the attack. In general, criminals would rather attack a target which is less prepared, than one that is on the defense against such

activity.

Reducing potential vulnerability by increasing protective measures may be most effective method of preventing criminal attacks. If we increase our levels of physical, technical, and procedural security measures we become a harder target to attack. This increase in security should result in limiting access required to the target, as well as, increasing the risk the criminal faces. The less vulnerable we are to a criminal's attack, the less suitable we are as a potential target. The ultimate goal is to become an unsuitable target. This goal can only be achieved through the application of specific risk management principles, in systematic and realistic manner.

### **Principles of Risk Management**

Most crime risks, and accident risks as well, can be reduced to some manageable level through the application of one or more of the following risk management principles:

- **Risk Avoidance**

Risk avoidance means that if the object at risk is removed completely from the threat environment, the risk will be avoided. For example, if you were concerned about the threat of theft of a valuable coin collection maintained in your residence. this risk could be avoided if the coin collection was removed from the residence and secured in a bank safety deposit box.

- **Risk Reduction**

If the object at risk cannot be completely removed from the threat environment, than measures must be taken to reduce the threat. Reducing risk can be accomplished through the application of physical, technical, and procedural security measures.

- **Physical Security Measures**, are considered those things which create a physical protective barrier around the object at risk. Typical physical measures include: fences, gates, walls, barricades, doors, windows, locks, safes, bullet resistant glass, Security Officers, Security Dogs, etc.
- **Technical Security Measures**, are considered those things which operate electronically and include: alarm systems, CCTV, electronic ID card reading access control systems, biometric access control systems, lighting, etc.
- **Procedural Security Measures**, are those routine actions we take to either prevent, or respond, to crime. Protective procedures can include: security patrolling, establishing safety and security policies, checking ID cards or other forms of access verification, auditing and inventory control, cash depositing, giving sales receipts, escorting employees to their cars, evacuations, managing a crime or accident scene, report writing, or any number of procedures which may be utilized to enhance security and safety.



These security measures are divided into two basic categories:

- **Proactive Measures**

Proactive measures include those physical, technical, and procedural security measures which are applied in advance to safeguard against a possible threat.

- **Reactive Measures**

Reactive measures refers to all the physical, technical, and procedural actions which are utilized to respond to a manifested threat.

- **Risk Transfer**

The objective of this principle is to transfer a potential threat to someone or something else. The most common form of risk transfer is to insure the object at risk. By insuring the object, it allows you to recover financially from an attack. The potential loss resulting from a criminal attack is transferred to the insurance company.

- **Risk Acceptance**

Lastly, it should be realized that the possibility of completely eliminating risk can never be truly accomplished. There is no guarantee that a risk will not manifest itself, no matter what measures are taken. This is a simply fact that must be understood and accepted.

The application of these risk management principles won't completely eliminate the possibility of crimes or accidents occurring. However, it should allow for the reduction of the likelihood of these incidents occurring. The extent to which any individual risk management principle, or combination of principles, is applied will depend upon what is being protected and the level of threat in the environment.

## **The Security Survey**

In order to determine whether current security measures being utilized are sufficient to counteract the level of threat present, analysis of the security measures must be conducted. This analysis process is commonly called a "security survey". The security survey is much like any other survey, in that it is a research tool designed to gather specific information regarding a specific topic. The security survey seeks to gather information regarding a company's security strengths and weaknesses. The goal of the survey process is to determine whether the current levels of protection being applied are adequate to counteract the level of threat present. This is accomplished through the evaluation of the physical, technical, and procedural measures currently be utilized. This evaluation is conducted by the following methods:

- Physical inspections of the security measures currently in use. This includes physical, technical, and procedural measures.
- Written questionnaires utilized to evaluate the security measures and document the findings of the evaluations.

- Interviews with company personnel will be conducted.

After all information has been gathered, it will be analyzed to determine if current security levels meet the required level of protection necessary to reduce the risk confronting the company. The finding of this analysis are compiled in a final report and submitted to the company.

### **The Role of the Security Officer in Risk Management**

The first thing that should be remembered when it comes to crime or accident prevention, is that safety and security is everyone's job. Effective crime and accident prevention programs complement each other. However, for these program to be effective over time, they will require active involvement from security, management, employees, vendors, contractors, visitors, or any other person involved with the facility.

Typically, Security Officers will play the largest role in the overall crime and accident prevention program, because security's job is protection. The Security Officer is in a position to provide considerable assistance in making a crime and accident prevention program effective. Examples include:

- Enforcing safety and security policies.
- Becoming more educated in the areas of security and safety.
- Conducting safety patrols.
- Reporting potentially hazardous situations.
- Educating employees regarding safety.
- Making suggestions regarding safety and security improvements.
- Inspecting safety and fire protection equipment.
- Making suggestion regarding safety and security improvements.
- Assisting with emergency response duties, such as first aid, evacuations, etc.

### **Understanding the Fundamentals of Intrusion Detection Systems**

Intrusion detection systems (alarms) are common protective devices used the security industry. While they may appear to be complex devices, the operating principle of the devices is very simple. An intrusion detection system is designed and operates for one purpose, to detect entry into a protected area. Intrusion detection systems have three basic components: sensor, control, and annunciator. The sensor is the device that detects. Sensors operate in much the same way as the human senses. Sensors can detect by sound, movement, pressure, smell, temperature, sight, etc. Once the sensor has detected something, it sends this signal to the control. The control is the actual operating system which processes the information. Once the control has determined that the sensor has made a valid detection, it sends a signal to the annunciator. The annunciator is the element of the system which reports the alarm. The annunciator can report alarms by activating a siren on the wall, flashing lights, sending a notice to an alarm monitoring company, or a combination of all these. Of these three components, the sensor is the most important because it does the actual detecting. Senors come in all shapes of sizes, and operate in a variety of ways. Common types of alarm sensors are:

- Infrared motion detectors, which can transmit and receive an optical beam, which if disturbed sends an alarm signal.
- Laser motion detectors, which operated mush like the infrared detectors.

- Passive infrared motion detectors, which monitor changes in temperature.
- Sonic and Ultra-sonic motion detectors, which emit an audio frequency which if disturbed, sends an alarm signal.
- Magnetic contact motion detectors, which are mounted in doors and windows, along with their adjoining frames. If the door or window is separated from its frame while the contact is active, an alarm signal will be activated.
- Audio sensors, which detect changes in room noises.
- Pressure sensors, which detect changes in weight.
- Odor detectors, which sense the presence of smoke, chemicals, gases, etc.

These are just a few of the various types of alarm sensors available. These sensors can be used in any combination to protect a specific area or object.

It is important to understand that an intrusion detection system is not a replacement for good physical and procedural security measures. An alarm is a tool, and is limited in the amount of protection it can provide. The intrusion detection system can only provide two basic protective functions:

- The detection of a penetration into a protected area.
- The presence of an alarm system has some crime deterrent effect.

## **Security Patrol Operations**

Security Patrol can be defined as “the act of moving about an area with the goal of providing protection, enforcing rules and conducting observations.” Patrolling should be considered the hallmark of the security industry and the Security Officer on patrol the very backbone of the profession. Because an effective protective operation cannot be achieved from the position of sitting behind a desk. Patrols are necessary to insure the integrity of the overall security program. Safety and security problems occurring within the protected area of operation need to be discovered and corrected in a timely manner. This can only be accomplished if someone is actually physically patrolling the area with that purpose in mind. Security patrol operations are conducted for a variety of reasons including:

- Crime prevention.
- Enforcement of company policies.
- Fire safety.
- To provide assistance to personnel.
- Identification of hazardous situations.
- Protection of personnel.
- Assisting with medical emergencies.
- Detecting failures in facility operations.
- Protection of company property.
- Visitor / Vendor access control.
- Equipment inspections.
- Creating a positive image for security.

The function of security patrolling requires common sense, skill, diligence, and discipline on the part of the Security Officer performing the task. The Security Officer must be able to adapt to a wide variety of patrol environments and situations. The Security Officer may find himself / herself conducting patrol operations in locations such as construction sites, retail establishments, industrial facilities, marine vessels, office building, public events, or any other place which requires protection. In addition, the Security Officer must also adapt to the ever-changing weather conditions such as, the heat of summer, the cold of winter, rain, wind, fog, etc. Patrol operations can also occur during daylight hours, as well as in the darkness of night. Patrolling also creates the possibility of encountering people engaged in situations ranging from normal daily activities, to situations of physical distress, or possible criminal conduct. Because of this reality, it is important that the Security Officer be knowledgeable, skilled, and prepared if the mission of the patrol operation is to be successful.

### **Methods of Patrol**

There are two basic methods of patrol common to the security industry. These patrol methods are footpatrol, which is the most common, and vehicle patrol. In some instances, security operations may utilize other methods of patrol such as bicycle patrol or horseback patrol. These types of patrol are not that common in the security industry, and require specialized training prior to the Security Officer utilizing such patrol methods. For this training program, we will concentrate on the two most widely used patrol methods, foot patrol and vehicle patrol.

- **Foot Patrol**

The traditional method of security patrolling is the foot patrol. Nothing can replace the effectiveness of the trained Security Officer walking a patrol route with the purpose of detecting abnormal situations.

By conducting security patrols on foot, a Security Officer has the ability to inspect virtually every square foot of the site in which he is assigned to protect. Having the ability to make such detailed inspection of a facility or area, is a valuable part of any good security program.

Another aspect, which is of great benefit to any company requiring protective services, is the flexibility offered by foot patrolling. Foot patrols can be conducted inside building, on the grounds located outside a building, during the daylight or nighttime hours, or during times of adverse weather conditions. A Security Officer patrolling on foot has the ability to inspect areas of the facility, which otherwise may not be inspected routinely. This ability to easily conduct routine inspections is important for the detection of a hazardous situation which may be present at the site.

In addition, foot patrolling can be utilized as a great public relations tool, by placing Security Officers in direct contact with employees, visitors, and customers, assisting with security concerns and educating them regarding safety matters. So it's easy to see why foot patrols are such an intricate part of a comprehensive security program, because so many things can be accomplished through the use of them.

- **Vehicle Patrol**

The second most common method of patrol is the vehicle patrol. Patrol vehicles can come in many styles from the standard patrol car, to trucks, vans, utility vehicle, or golf carts. In addition, patrol vehicles may be equipped with standard, automatic, or four wheel drive transmissions. No matter what type of vehicle is utilized for the patrol operation, the purpose will usually be the same. Patrol vehicles are generally used for patrolling large outside areas of the protected site. Patrol vehicles allow the Security Officer to cover more outside area in the least amount of time. A Security Officer has the ability to respond faster to situations occurring within the area of patrol when a vehicle is used. Patrol vehicles can also have a great crime deterrent value associated with them because they are very visible to the public.

Vehicle patrol operations will be covered in greater detail in another section of this text.

### **Areas of Patrol**

Areas of patrol are divided into two basic categories, **Interior** and **Exterior**. Generally, Security Officers will conduct some form of interior or exterior patrols, or both, of the site in which they are assigned. Interior patrol can be defined as any patrol conducted inside a building or structure. Exterior patrol can be defined as any patrol conducted of the areas outside of a building or structure. The goal of patrolling interior or exterior areas is the same, protection and observation.

- **Interior Patrol**

In general, interior areas of a building will be the most important areas of the site to be patrolled. The largest percentage of your time on duty will be spent conducting patrols inside buildings. This is due to the fact that most of the critical operational functions of a business, as well as their most valuable assets, are maintained within the walls of their buildings. Because of this, interior security patrols are a key element of any loss

prevention or security program and become an integral part of the daily routine of security personnel. Most interior patrols are performed on foot, generally because the inside of buildings cannot accommodate vehicle traffic, with the exception of golf carts in some situations. The following is a list of areas which may be included during a common interior building patrol:

- Office areas.
- Restrooms and break rooms.
- Supply or equipment storage rooms.
- Computer rooms.
- Entrance and exit areas.
- Doors and windows.
- Hallways and stairwells.
- Warehouse areas.
- Loading docks and shipping areas.
- Fire protection equipment.
- Maintenance areas or boiler rooms.

This is just a partial list of the areas which could be included in an interior patrol of a building. All businesses are slightly different. Each with its own emphasis on what should be considered important. Also, most buildings will be slightly different with regards to their size and design, which could have an impact on how patrols are conducted. But in general, most businesses which have established a security program will incorporate some form of systematic patrol into the planning, to insure that important areas are routinely being inspected.

- **Exterior Patrol**

Exterior patrols are conducted in the outside areas of a protected site. This type of patrol would include the grounds surrounding all buildings, parking lots, outside storage areas, and the perimeter of the facility. Exterior patrols are an important aspect of the overall protection program, because they are the type of patrol that is most visible to the general public. Exterior patrols should convey the message to anyone watching the property, that this site is protected. And hopefully this message will be enough to deter potential criminals from committing acts against the property. Since exterior patrols are conducted in outside areas, Security Officers may be exposed to additional risks, so officer safety issues must be stressed. Exterior patrols can be performed on foot, as well as in patrol vehicles.

### **Patrol Philosophy**

There are two basic philosophies regarding the way in which security patrols are conducted. The first is called '**high visibility patrol**'. What the term implies is that a strong security presence is desirable on the property. Generally, Security Officers will conduct patrols in a very open manner, almost as if they were on display. The goal of high visibility patrol is to bring attention to the security program, by sending the message that security is taken seriously at the facility. There are numerous tactics which can be employed to accomplish this goal. For foot patrols, tactics may include Security Officers patrolling in pairs, several officers patrolling different areas of the facility at the same time, or overlapping security patrols. Security Officers will generally be required to dress in highly professional police style uniforms, and conduct an extensive public relations function.

For vehicle patrols, high visibility tactics may include highly visible security marking on patrol vehicles, conducting patrols with multiple vehicles, two officers assigned to a patrol vehicle, conducting patrols with flashing security lights, etc. No matter what tactics are applied, the message of a strong protective presence is the goal.

The second type of patrol philosophy is known as '**low visibility patrol**'. This type of patrol philosophy is utilized at facilities where the appearance of a strong security presence is not desired. This is not to imply that strong security is not wanted at facilities utilizing this philosophy, it implies that the facility may just not desire that appearance. We should always assume that companies have their best interest in mind when it comes to protection. Tactics which mark this type of philosophy include, Security Officers dressed in low profile uniforms such as suits or polo shirts. This type of dress is very well suited for corporate security or retail loss prevention operations. Security patrols may be kept to a minimum, and Security Officers may have little contact with personnel working at the facility. If vehicle patrols are conducted, they are usually performed in unmarked patrol vehicles or vehicles bearing only the logo of the business. Generally, facilities utilizing this type of patrol philosophy expect the protective function to be conducted in a 'low key' manner.

### **Conducting the Initial Patrol**

Security Officers are commonly required to conduct multiple patrols during their daily tour of duty. While all patrols should be considered important, the first patrol conducted at the beginning of the shift must be considered extremely important. It's during this initial patrol that the Security Officer can assess the current situations and level of security which exists at the facility. It's unimportant how many patrols a security Officer has conducted at the facility in the past, situations often change quickly. It is important that the Security Officer have a basic knowledge of the current conditions at the facility immediately after he arrives on duty. Having this information enables the Security Officer to more easily detect abnormal situations as they occur, instead of being caught completely off guard. From a safety stand point, the initial patrol is important because it gives the Security Officer the information necessary to know where to place attention during subsequent patrols.

### **Fixed Post Assignments**

A Security Officer will generally be assigned a fixed duty post during times when patrols are not being conducted. These fixed post assignments, and the procedures associated with them, can vary greatly from facility to facility. The Security Officer may find himself / herself posted at a gatehouse, in an office, at a reception desk, etc. We will not spend time exploring all the various fixed duty post assignments you may encounter during your career. However, we will examine the general philosophy of these assignments. It is also important to remember that no matter what type of fixed post assignment you find yourself assigned to, you should become familiar with all aspects of the post. Read all post orders and ask questions if necessary.

In the security industry the vast majority of fixed post assignments will fall into one of two categories; **Checkpoints and Surveillance Posts**. The following will provide you with a basic understanding of these two types of post assignments and the duties associated with them.

- **Checkpoints**

Checkpoints are post assignments where the Security Officer has direct control over the ingress /egress of people and vehicles through an area. These types of posts may be positioned at an entry or exit point, such as gates or doorways. Security Officers assigned to checkpoints routinely work at a gatehouse or reception desk. The duties at these checkpoints can include, but are not limited to:

- Identification checks.
- Issuing identification badges.
- Maintaining visitor sign-in registers.
- Verifying supply deliveries.
- Operating electronic access systems.
- Operating metal detectors or x-ray equipment.
- Physically searching personnel and their belongings.

Security Officers assigned to checkpoints must have a firm understanding that the goal of the operation is access control. If access control procedures are not an element of the operation, it's not a checkpoint. Written procedures should be established for all checkpoint operations. This will provide the Security Officer with the information necessary to perform his / her duties effectively.

- **Surveillance Post**

The second type of fixed post assignment is known as a 'surveillance post'. A surveillance post is generally an assignment where the Security Officer's primary duty is to observe and report. Access control is not an element of surveillance post assignments. Surveillance posts may be covert ( hidden ) or overt ( open ). A surveillance post may be part of a retail establishment's loss prevention program, in which shoppers and employees are monitored. A Security Officer may be assigned to a facility's lobby for the purpose of monitoring the activity of personnel in the area. This too is a surveillance post. Security Officers assigned to surveillance posts may be required to use or operate equipment such as cameras or binoculars. Another form of surveillance post is the security command center. This type of surveillance post generally includes the monitoring of facility wide Closed Circuit Television( CCTV ), communications, and intrusion detection systems. So it really doesn't matter where the surveillance post is located, the primary purpose of the assignment will be observation.

## **Equipment**

The type of equipment which may be required for a security operation may vary greatly from facility to facility. The following text will present an overview of the basic types of equipment which is often utilized on most standard security operations. This equipment is relevant to all forms of security patrol operations.

- **Communications Equipment**

Generally, some form of two-way radio communication is essential and commonplace in most security operations. Two-way radios can come in a variety of styles and sizes, some may be single channel radios, while others have multiple channels which allow several different departments to communicate via the same radio system. But no matter what type of radio communications you use, the purpose will always be the same, the ability to instantly communicate with others.



Radio communications can assist the Security Officer with the immediate reporting of emergency situations encountered during a patrol. These situations could range from the reporting of maintenance or housekeeping problems, to the emergency notification for police or fire department assistance. It is also important for there to be the ability to contact the Security Officer at any time, so he or she may respond to emergency situations. So it's not too difficult to understand how radio communications play such an important role in security operations, as well as Security Officer safety.

In addition to hand held two-way radios, some security operations utilize other forms of communications devices. These communication devices could include, standard telephones, cellular telephones, fax machines, personal paging devices, computer systems, or public address systems.

It is also essential that the Security Officer be properly trained in the use of all communications equipment under his / her control. A communications device serves no purpose, unless one knows how to use it correctly. The Security Officer must also maintain all communications equipment under his / her control in proper working order. A broken radio also serves no purpose in a security operation.

Security Officers should refrain from allowing non-security personnel to use security communications equipment for personal business. In addition, the Security Officer should also not use security communications equipment for non-security related activities.

- **Flashlights**

A Security Officer should have a flashlight in his / her possession at all times while on duty. **This statement cannot be stressed enough.** One of the most important pieces of safety equipment a Security Officer can own is a good flashlight. Because more than likely, you will utilize a flashlight every day that you are on duty, for one reason or another.

During nighttime patrols, it is essential to have the ability to illuminate dark areas or rooms along the patrol route, or illuminate objects or individuals you encounter during a patrol. Even during daytime patrols, you may encounter times when you must inspect darkened areas or rooms on the property. Also, a good flashlight becomes very important during situations such as power failures, building evacuations, or disasters.

Some facilities or security operations will provide the Security Officer with a flashlight. Others do not. It is a good idea for a Security Officer to purchase and maintain his / her own personal flashlight. In that way, you will always have a working flashlight when you need one.

Flashlights come in many sizes and shapes to fit a variety of different needs. Large flashlights which have very bright beams are ideal for nighttime patrolling. Smaller flashlights, which are easier to carry, may be better suited for daytime patrolling.

No matter what type of flashlight you use always take care to keep it in good working order. Have extra batteries and flashlight bulbs available for when you need them.

- **Field Notebook**

All Security Officers should carry a small field notebook and pen with them while conducting security patrols. Any observations or situations which may require documentation should be noted in the notebook.

This will allow for more accurate recall of details regarding a situation when report time comes.

- **Proper Clothing**

The proper clothing is important for the comfort and health of the Security Officer during his / her patrol. Good shoes are very important to eliminate any foot related problems due to repetitive patrolling. If a Security Officer's feet are hurting, he or she will be less motivated to conduct through patrols.

During times of cold weather, the Security Officer should take care to wear sufficient clothing to keep warm during patrols. This may include wearing jackets, sweaters, gloves, hats, or thermal underwear. The Security Officer should also have a rain coat to keep dry during rainy conditions. It must be remembered that a Security Officer is less effective during patrols if he is concentrating on being cold or wet. Also, being cold and / or wet could lead to illness which may force the Security Officer to lose important work time.

Another important piece of safety-related clothing a Security Officer should own is an orange safety vest. Safety vests can assist with identifying the Security Officer during nighttime hours. And they are absolutely necessary when working around vehicle traffic.

- **Weapons**

Any weapons that a Security Officer is required to carry during his tour of duty, must be done so under the strict guidelines of his company, as well as the laws in that jurisdiction. All Security Officers should be properly trained in the use of any weapon they are required to carry, prior to being allowed to carry it. Weapons are not toys, and should not be handled improperly. It is the responsibility of the Security Officer to maintain security and proper care of any weapon under his control.

- **Keys**

During a security patrol, the Security Officer will usually carry keys which can be used to lock or unlock various areas of the facility. It is the responsibility of the Security Officer to maintain security over any facility keys placed in his / her possession. Many companies restrict the number and type of keys a Security Officer possesses while conducting a patrol. This is generally done to limit the risk of keys being misplaced or stolen, which could compromise the entire security operation and require facility locks to be re-keyed. The Security Officer should take care not to misplace or accidentally take facility keys home after being relieved of duty. A key control system should be established on all security operations requiring the safe storage and controlled issuing of keys.

- **Personal Comfort Items**

Comfort items are things which can assist the Security Officer with his / her personal comfort during a tour of duty. These items might include; water, coffee, food, sun screen, and insect repellent.

- **Special Orders**

The Security Officer may be required to carry copies of important security documents while conducting patrol operations. These documents could include post orders, emergency contact telephone numbers, facility maps, sensitive security information such as building access codes, etc. Proper maintenance of this

type of documentation is the responsibility of the Security Officer entrusted with it. Information of this nature in the wrong hands could jeopardize the entire facility's security operation.

### **Patrol Verification Devices**

Patrol verification devices are instruments used to monitor, record and evaluate the security patrol operation. The use of such devices is common in the security industry and has been used since the early 1900's, although not all security operations utilize them.

Patrol verification devices come in various shapes and sizes. These devices range from large mechanical time devices weighing as much as four pounds, to computerized bar code readers the size of a marking pen. The operational concept of all of these devices is the same, no matter what style is implemented. The device is carried by the Security Officer while conducting a patrol. Predetermined check-in stations are positioned along the patrol route and when the patrolling officer arrives at that location the device records the visit. The method for recording the visit to the specific location will vary depending upon the type of device. The mechanical time devices generally operate by inserting a key ( which is located at and numbered to correspond to the station ) into the device and an imprint is made on a paper ribbon inside the device recording the visit. The computerized devices generally utilize bar codes instead of mechanical keys. The device scans the barcode, recording the information which will be down loaded to a computer at a later time.

All of these devices will generally record three basic pieces of information regarding the security patrol:

- The location of the area visited by the Security Officer.
- The time each location was visited.
- The sequence in which the locations were visited.

The computerized models also allow for the recording of additional information such as incidents, specific patrol officers, etc. These devices are designed to afford the security operation an accurate and verifiable record which can be used for situations ranging from officer performance evaluations, legal matters such as law suits, or insurance related problems, etc.

However, a common problem can occur with patrol operations utilizing these devices. This problem is based in the fact that over time some Security Officers begin to concentrate more on "keying in" at the predetermined location, and less about why they're at the location in the first place. The primary function of a Security Officer to have the ability to patrol and observe areas for abnormal activity, may be replaced with the primary objective of getting from one check-in location to another, as quickly as possible.

The solution to this type of problem is grounded in understanding and training for Security Officers, as well as security management. The process of patrolling can become routine enough on its own, add to this a large number of predetermined places to report to, at predetermined times of the shift, and what may result is boredom. All personnel engaged in the security operation must have a clear understanding of the overall protective mission, and this is where discipline plays a large part. It should be remembered that a patrol verification check-in station has been placed in an area for some specific reason. And the reason generally is, that there is a specific security concern that needs to be checked in that area. The purpose of the device is to verify that it was in fact checked. Security Officers should never lose sight of this fact.

As with all security equipment, proper maintenance of these devices should be the responsibility of all who use them.

## **Vehicle Patrol Operations**

### **Driver Related Issues**

- **Vehicle Control**

Security Officers assigned to vehicle patrol operations should understand that while they are seated behind the steering wheel of a vehicle, they must be in control of that vehicle at all times. A safe vehicle patrol operation should always be the ultimate goal. Security Officers operating patrol vehicles should always be in the possession of a valid driver's license, as well as, understand and obey all traffic laws and rules of the road. Defensive driving should be stressed at all times while patrolling to avoid vehicle accidents or injury to pedestrians. High speed pursuits and aggressive offensive driving tactics are not commonplace in the normal security patrol operation and should be avoided. Care must always be given to not losing control of your patrol vehicle. A vehicle can easily turn into a 3000 lb. weapon if handled or utilized improperly.

When operating a vehicle it is important to remember that both hands should remain on the steering wheel at all times, unless you are operating one of the vehicle's controls. The ideal hand placement on the steering wheel is considered the two and 10 o'clock positions. This hand positioning should afford you the greatest degree of steering control.

- **Seat Belts**

Security Officers should always wear seat belts while operating a patrol vehicle. The use of seat belts can truly limit injury and could save your life if you become involved in a vehicle accident.

- **Eyesight**

Good vision is one of the keys to safe driving. Virtually every action you take while operating your vehicle is based on eyesight. When operating a vehicle you must heighten your visual awareness, this means actively concentrating your attention on the road in front of you, as well as the environment around you. You won't be able to avoid an accident if you don't see it coming. If you are required to wear glasses with corrective lenses for driving, you should wear them while you are patrolling.

Security Officers assigned to vehicle patrol may be required to conduct patrols in daylight hours, as well as at night. Daytime and nighttime hours both come with their own unique problems. During times of daylight your field of vision may be enhanced, but you may have to contend with the glare from the sun, which can be reduced by sunglasses. Daytime hours also mean an increased traffic presence on the roadways, requiring you to be more visually aware of your surrounding. At night there is generally less pedestrian and vehicle traffic to concentrate on, but now there's a new problem of a limited field of vision due to the darkness. Driving during the day or night both present their own unique challenges regarding awareness and vision that must be identified and dealt with.

- **Fatigue**

Driver fatigue accounts for many traffic accidents yearly. Anyone who has operated a vehicle for any sustained length of time has probably experienced being too tired to drive. For the Security Officer conducting vehicle patrols, fatigue can result in a disastrous situation. Not only is the Security Officer that's too fatigued to drive a danger to himself and others, but the overall protective function suffers.

Security Officers can resist the negative effects of fatigue through understanding what these effects are, knowing that they exist by becoming alert to the warning signs. These are some common signs of driver fatigue:

- When driving at night, you have a difficult time concentrating on your driving.
- Drivers that are fatigued tend to engage in risky driving behaviors.
- Drivers that are fatigued have a difficult time keeping their vehicles in the proper lane.
- A fatigued driver often speeds up and slows down in an erratic manner.
- Drivers that are fatigued may feel tired and sleepy.
- When fatigued vision begins to deteriorate, making it difficult to see.

The effects of driver fatigue can be lessened by getting proper rest before you begin your patrol assignment. During your tour of duty, stop occasionally and take a break from driving. Get out of the vehicle periodically and stretch your legs by walking around. And remember that the effect of a cup of coffee is only a temporary cure for fatigue.

- **Medication and Driving**

Avoid taking medications which may cause you to become drowsy while driving. Read the label of any medication you plan to ingest prior to driving, to see if it is safe to take the medication and operate a vehicle. Drowsiness is a common side effect of many medications, especially cold and flu remedies. Questions regarding whether a medication is safe to take while driving should be directed to your physician.

- **Illegal Drugs and Alcohol**

A Security Officer should never, never, operate a vehicle while under the influence of alcohol or illegal drugs. This type of behavior is against the law and extremely dangerous.

- **Eating in The Patrol Vehicle**

Security Officers should refrain from consuming food or drink while operating a patrol vehicle. Attempting to eat your lunch while driving creates too much conflict inside the vehicle, you can't have your hands on your food and on the steering wheel at the same time. If you're paying attention to something that you're eating, you can't be concentrating on the roadway in front of you. This is also true for your surroundings as well. If you have to eat, stop and park the vehicle first. And remember to always clean up after yourself, so not to leave the next patrol officer a mess to work in.

## **Vehicle Related Issues**

The following text will define some of the basic administrative related topics which are involved in the daily operation of a patrol vehicle.

- **Vehicle Records**

Some form of records keeping is normally associated with most vehicle patrol operations. The Security Officer will generally be responsible for maintaining written records regarding the daily use and condition of the patrol vehicle to which he is assigned. This documentation will provide the Security Officer, and his / her company, with information regarding vehicle safety, required maintenance, etc. The following is a list of common vehicle information a Security Officer may be required to maintain in written records.

- Vehicle Mileage.
- Physical condition of the vehicle.
- Scheduled and emergency maintain of the vehicle.
- Gasoline and fluid levels.
- Equipment maintained in the vehicle.
- General cleaning of the vehicle.
- Any purchases made for the vehicle.

- **Pre-Patrol Vehicle Inspections**

The following items should be inspected prior to beginning a vehicle patrol.

- **Gasoline**  
The gasoline levels in the vehicle should be checked and recorded before each patrol shift. This should be done to avoid running out of gas while on patrol.
- **Windshields**  
Windshields should be cleaned and checked for damage prior to beginning the patrol. It is important to have clear visibility while driving.
- **Tires**  
All of the vehicles tires, including the spare tire, should be inspected for damage and road worthiness.
- **Lights**  
The vehicle's lighting system must be inspected prior to beginning the patrol. Check all headlights, brake lights, turn signals, interior lights, emergency lighting, etc.
- **Vehicle Fluids**  
All vehicle fluids should be inspected, such as gasoline, water, oil, etc.
- **Emergency Equipment**  
All emergency equipment which is normally maintained in the patrol should be inspected prior to beginning the patrol. This is to insure that this equipment is present and in working

order. This equipment may include:

- Tire changing tools or other tool kits maintained in the vehicle.
- First aid kits.
- Fire extinguisher.
- Roadside emergency supplies.
- Radio communications.
- Administrative supplies.

## **Crime and Accident Scene Protection**

During a Security Officer's tour of duty, the possibility always exist that he / she may encounter criminal activity, industrial accidents, vehicle accidents, etc.. One of the most important aspects that must be considered when responding to this type of scene is the protection of evidence. Crimes, auto accidents, industrial disasters, etc. will generally be investigated by either law enforcement investigators or investigators from a city, state, or federal agency. These investigators are tasked with answering the questions: what happened?, how did it happen?, why did it happen?, who's at fault?, who was involved?, etc.. The answering of these, and other questions, begins with the collection of evidence at the scene. Evidence is the physical clues left behind after the crime or accident has occurred. Investigators will have to collect and analyze this evidence to determine the what happened, and why?

The Security Officer must understand that if a crime or accident occurs on his / her duty assignment, it will be important to protect that scene until investigators arrive. The Security Officer must always remember one fundamental fact about crime and accident scenes. **Everyone that enters the scene brings something to it, and everyone leaving the scene takes something from it.** This statement should be a reminder to guard against scene contamination. If you should happen to disturb evidence located in the crime or accident scene, notify investigators about the disturbance. Do not attempt to conceal a fact like this from investigators.

## **Responding To The Scene**

When the Security Officer is dispatched to the scene of a possible crime or accident the following should be remembered:

- Begin to make mental notes regarding what actions may be required once you arrive at the scene.
- Pay attention to the surroundings as you approach the scene.
- Arrive at the scene as quickly as possible, but as safely as possible.
- Remember that there may be injured victims at the scene.
- Remember that a criminal perpetrator may still be present at the scene.

## **Responsibilities Of The First Officer At The Scene**

The first Security Officer that arrives at a crime or accident scene has several responsibilities which must be attended to, these would include:

- Quickly analyze the situation and prioritize what must be done.
- Identify any injured persons at the scene and render aid.
- Make necessary emergency notifications for police, fire, EMS assistance.
- Establish a scene perimeter.

- Beyond assisting injured persons at the scene, the officer should take care not to disturb the scene in any way.
- Close all unnecessary entrances to the scene.
- Control access to the scene to insure that only authorized personnel enter.
- Do not allow unauthorized persons to enter the scene and disturb evidence. If someone does, report that individual to investigators.
- Identify any witnesses present at the scene.
- Begin taking written notes:
  - Times and dates.
  - Names of persons involved.
  - Conditions at the scene.
  - Location of the scene.
  - Possible evidence observed at the scene.
  - Creation of basic scene diagrams.

### **Methods Of Protecting The Scene**

Protecting the scene from entry by unauthorized persons is of primary concern. There are several methods which may be utilized to restrict access to the scene. The methods which you employ will generally depend upon what resources are available to you at the time, but include:

- Issuing verbal directions to persons present at the scene regarding access restrictions to the crime or accident scene.
- Establish a defined scene perimeter by utilizing colored scene tape, or rope.
- Portable barricades may also be used to define the scene perimeter.
- Post additional Security Officers at the scene to control access.
- Utilize portable lighting to illuminate the scene.

### **Types of Evidence**

Evidence is considered anything which is located at the crime or accident scene. However, there are several categories of evidence that are routinely searched for and collected. they include:

- Blood and blood stains.
- Hair and fiber.
- Firearms or other weapons.
- Fingerprints.
- Foot prints or shoe prints.
- Tire tread marks.
- Tool marks.
- Clothing.
- Documents.
- Drugs or poisons.
- Bodies of victims.
- Trace evidence. ( traces of any substance )



## **Emergency Preparedness**

Emergencies can come in many forms including weather related emergency, industrial accidents, fires, etc. Preparing for these emergencies or disasters is an important aspect of a comprehensive security and safety program. Many companies invest large amounts of money, resources, time, and planning into the development of their disaster preparedness programs.

The Security Officer will play an important role in a company's overall disaster plan. Whether it's assisting with preparedness activities, maintaining operational readiness, or providing protective services during the recovery phase, after a disaster has occurred, the Security Officer will be involved. Knowing this, it is important for the Security Officer to have at least a basic awareness and understanding of the nature and effects of disasters.

No two emergencies or disasters are ever exactly the same. They may be similar in type, damage caused, etc. but still each is unique in its own respect. However, there are several things which will be common to most disasters and emergencies.

- Generally, disasters will occur with little, or no, advance warning.
- Disasters contain the threat of injury or death to people.
- Disasters contain the threat of destruction of property.
- Disasters create an element of panic, fear, or confusion among persons effected.
- In these types of crisis people will turn to individuals in authority for help.

Since most disaster situations will occur without warning it is important to anticipate the possible occurrence of these situations in advance. Pre-planning is the single most effective way to minimize the negative effects of disaster situations. Whether dealing with natural disasters such as storms, floods, and hurricanes, or man-made disasters such as riots or terrorism. Advance planning can assist with emergency response, as well as post event recovery.

### **Types of Disasters**

Most disasters can be classified into one of three basic categories: Natural, Technological, and Man-Made.

- **Natural Disasters**

Natural disasters are those emergencies which are created through the forces of nature. They are a product of our earth and very difficult, if not impossible, to predict when or where they will occur, or the damage they will cause. These disasters include:

- Floods
- Landslides
- Hurricanes
- Tornadoes
- Wildfires
- Earthquakes
- Storms

- **Technological Disasters**

Technological disasters are those emergencies which are created as result of systems failures or accidents involving our industrial technologies. These disasters include:

- Chemical fires
- Nuclear power plant accidents
- Failure of utility systems such as water or electric.
- Computer network collapses.
- Chemical leakage from industrial plants.
- Train derailments involving hazardous materials

- **Man-Made Disasters**

Man-Made disasters are those emergencies which result from a direct involvement from man. These disasters could be the result of an accident, or could occur through malicious intent. These disasters include:

- Acts of Terrorism
- Arson
- Bombings
- Industrial sabotage
- Workplace violence
- Civil unrest / riots
- Acts of War

### **The Role of the Security Officer in Preparedness**

What responsibilities a Security Officer will be task with before, during, and after a disaster will depend upon the requirements of his / her particular assignment. Security Officers should always be aware and alert to the possibility of disaster occurring. Security Officers should study and understand all aspects of disaster preparedness plan on their assignments. In general, Security Officer should expect to be responsible for the following aspects of a disaster plan:

- Assisting with building or site evacuations.
- Assisting with the care of injured persons.
- Making emergency notifications for police, fire, and EMS assistance.
- Directing traffic in and out of the site.
- Crowd control operations.
- Controlling access and egress in and out of the site.
- Directing news media personnel.
- Providing general protection for the site during the crisis.
- Preparing written reports regarding the situation.

### **Emergency Management**

The process of emergency management occurs before, during, and after a disaster. This emergency management process is divided into four phases:

- **Preparedness**

In this phase of emergency management will involve all of the activities which prepare us to handle a disaster when it occurs. Developing the disaster plan, purchasing and storing equipment for emergency use, forming crisis management teams, training personnel, etc., are all preparedness activities.

- **Response**

This is the phase of emergency management that occur when a disaster occurs. Responding to a disaster occurs on many different levels. In addition to the company response plan, assistance in responding to the disaster may come from city, state, or federal agencies. Typical response activities include such things as evacuations, opening shelters, providing medical treatment for injured persons, etc.

- **Recovery**

Once the disaster is over, we move into the recovery phase of emergency management. Recovery is all the activities that are necessary to recover from the disaster. The goal of recovery is to quickly rebuild what has been damaged or destroyed by the disaster. These activities could include repairing damaged buildings, reestablishing utilities, clean-up activities, etc.

- **Mitigation**

Mitigation is an ongoing phase of emergency management in which the overall event is studied and evaluated. Then planning is conducted to make disaster preparedness, response, and recovery operation more effective the next time a disaster occurs.

## **Hazardous Materials Incidents**

Businesses which use, transport or store hazardous materials are exposed to the risk of an incident, whether accidental or intentional, involving these materials. These incidents could be the result of an industrial chemical spill, to malicious acts of industrial sabotage or terrorism involving the release of a toxic substance. Security Officers should develop an understanding of hazardous materials and how to react if such an event occurs in the workplace.

- Security Officers should identify the hazardous materials present at the site in which they are assigned. Learn where and how these chemicals are stored. Locate and study the Material Safety Data Sheets ( MSDS ) for each chemical used at the site. Material Safety Data Sheets, contain the technical information regarding each chemical that is used in a workplace. Operations which utilize hazardous materials are required to have these MSDS's on site and available to the worker.
- Security Officers should obtain a copy of the book entitled "The North American Guide to Hazardous Substances" which is produced by the US Department of Transportation. This publication list the technical data on all hazardous materials utilized in the United States.
- Learn to recognize and read the warning placards on hazardous materials storage containers. These placards identify the classification of hazardous material by category, name, color, and Chemical Abstract Service ( CAS ) number. Hazardous materials are divided into nine basic categories:

Category 1	Explosives	Orange Placards
Category 2	Non-flammable gases	Green Placards
Category 3	Flammable Liquids	Red Placards
Category 4	Flammable Solids	Red Placards
Category 5	Oxidizers	Yellow Placards
Category 6	Poisons	White Placards
Category 7	Radioactive	Yellow & White
Category 8	Corrosives	White over Black Placards
Category 9	Miscellaneous	Blue Placards

- Become familiar with the company's hazardous material incident response plan and understand what your responsibilities may be if an incident occurs.
- Study all evacuation plans and routes associated with the areas in which hazardous material are used and stored. Learn how to escape, and assist others with escape, from the area if an incident occurs.
- Be aware of warning signs of a hazardous materials incident, such as leaking chemical storage containers, strange odors or fumes, liquids on the ground where chemical are stored, etc.
- If a hazardous material incident is suspected, evacuate the area and notify personnel in charge at the site or the local fire department.
- Do not attempt entry into an area of suspected contamination. Only personnel trained and equipped to respond to such incidents should enter the scene.

### **News Media Relations**

The first step in developing an effective relationship with members of the news media is understanding the function of the press. Simply put, the press has the job of reporting the news to the public. Today the news is a 24 hour a day, globally reaching business that encompasses television, radio, newspapers and magazines. National and International news agencies, their reporters and cameramen are constantly searching for stories that may interest and inform the general public. From the city streets in the United States to a battle field abroad, the members of the press often times risk their own lives to report these stories. In addition, with the advances in technology, news reporting has become nearly instantaneous, allowing the general public to watch these stories as they unfold. The combination of dedicated news professionals and advanced news reporting technologies can nearly guarantee an important news story is never out of reach of the camera's eye.

Incidents involving violence, crime or terrorism are usually considered important news stories and generally end up as headlines in all forms of the press. If such an incident were to occur you can be assured that news media resources would be mobilized to cover the story. It should also be easy to assume that news agencies would attempt to report such a story in as extensive detail as possible. This detailed coverage of the event could include; live reporting from the scene of the incident, interviews with Law Enforcement, Fire Department, EMS officials, company management, incident victims and their families, etc. With this reality in mind, it is necessary to conduct advance planning in the area of news media relations in order to be prepared to effectively handle such an event.

All companies should have established policies and procedures for handling a news media event. These policies and procedures should be implemented to insure that key areas of importance such as; personnel safety, operational security, and proper information dissemination are addressed. The following are key points to consider when developing policies and procedures for handling news media events:

Policies and procedures regarding the news media should be developed to insure proper handling of press matters during an event, as well as non-event times.

All policies regarding the dissemination of information to the press should be in writing.

During an actual incident Security Officers should refrain from granting press interviews. Security Officers will most likely be busy with the task at hand, unnecessary distractions should be kept to a minimum. Request for information by media personnel should be referred to the company Public Information Officer or the Information Officer operating through the Incident Command System (ICS ). This should insure the continuity of information dissemination throughout the event.

Consideration should be given to creating policies and procedures for handling request and/or attempts by news media personnel to gain access to protected areas of the site.

Staging areas for news media crews must be established in advance. Consideration should be given to insuring that press personnel have the space necessary to operate without interfering with medical operations.

It should be remembered that press officials are not granted any special authority or rights to enter on private property, remain on private property or force persons to make statements. If press officials have enter into an area where their presence is not authorized, simply refer them to the Public Information Officer and ask them to leave. If they do not honor the request, notify local Law Enforcement for assistance.

Security Officers should refrain from engaging in any altercations with press personnel. Never threaten, push or strike a member of the press. Never place your hand over the lense of a news camera, grab a news camera, etc.. If you do not want to make a statement at that time, simply don't.

## **Critical Incident Stress**

Critical incident stress, also known as post-traumatic stress, is a syndrome which can occur when someone has been involved in, or has witnessed a traumatic event. Events which can cause a critical incident stress condition are many and include: natural disasters, violent accidents, acts of terrorism, community violence, workplace violence, military combat, etc. Events such as these can have an adverse effect on the psychological, physical, emotional and spiritual health of the people involved. This type of stress can have a negative effect on a person's sense of trust and security, personal belief systems, personal and family relationships, work relationships, work performance, etc. Symptoms of critical incident stress can occur during the incident, shortly after the incident or years later. Untreated, the problems created by critical incident stress could last years or possibly decades. It must be stated that this information is presented as a means of education about critical incident stress and should not be used as a method for attempting diagnosis of any medical or psychological condition. If you believe you suffer from a stress related disorder, consult a professional in the field. The following symptoms have been associated with individuals suffering from

critical incident stress:

Recurrent disturbing memories of the incident..

Intense psychological distress when exposed to reminders of the incident.

Difficulties with sleep patterns, problems falling or staying asleep, experiencing recurrent nightmares about the incident.

Avoiding activities or situations which trigger memories of the incident.

Becoming socially isolated, feelings of detachment, diminished interest in personal or family relationships, lack of interest in activities which were once important following the incident.

Problems with controlling anger or aggression after the incident.

Feelings of depression following the incident that are persistent.

Obsessive thoughts relating to the incident.

Developing post incident addictions to drugs or alcohol.

Experiencing professional or personal feeling of guilt over the incident.

Experiencing feeling of hyper-vigilance or “always be on guard” after the incident.

Emergency response personnel such as police officers, EMS personnel, firefighters, Security Officers, etc. are all susceptible to the stress created by the incidents they respond to on a daily basis, sometimes more so than the people involved, due to the number of such incidents one might respond to over a career.

Companies should consider critical incident stress a very real factor in its operational planning, and develop contingencies for handling stress related problems which could affect employees after a disaster. Security Officers should also make an effort to learn more about critical incident stress themselves in order to understand and recognize its effects. The following are some basic points to consider:

Security Officers, as well as the companies they work for, should acquire and study information related to critical incident stress. Organizations specializing in critical incident stress and post traumatic stress have been included in the information resources section of this manual.

Contact the company’s Social Services or Personnel department and inquire about stress related programs and information that may be available to the employees.

Consideration should be given to developing a peer counseling program in stress management.

Develop a procedure for post incident employee debriefings.

## Fundamentals of Fire Safety

Businesses are confronted by risks on a daily basis. However, the risk that most concerns business is the risk of a fire. Fire carries with it the potential of enormous destruction and loss to both property and equipment. Add to that the potential for loss of life or injury to individuals working at the business, and you see why the threat of fire is such a concern. A business that has been effected by a fire may not be able to conduct operations for a period of time, due to property and equipment loss. If the fire created extensive loss, the business may never recover. As with other risks, the Security Officer stands in a position which allows for direct involvement in reducing a company's risk of a fire incident.

### Understanding Fire

What is a fire? A fire is a chemical chain reaction which occurs when a combustible material is combined with sufficient heat and oxygen. When these three elements are united in proper amounts combustion occurs. Combustion means to burn, which results in a fire. To examine this process closer we will look at the elements of a fire. Three things must be present before a fire can begin, and continue to burn:

- **Fuel:** This is the combustible material. It may be a simple combustible material such as paper or wood, or a more complex material such as flammable liquids, chemicals, or heavy metals. Once a combustible material has been ignited, as long as sufficient heat and oxygen are present, it will continue to burn until consumed or removed.
- **Heat:** This is the source of ignition. Sources of heat, or ignition, fall into four basic categories: Mechanical, Chemical, Electrical, or Nuclear.
  - **Mechanical:** Heat formed through friction.
  - **Chemical:** Some compounds, both organic and inorganic, can produce heat. This normally occurs through the process of oxidation (to combine with oxygen) which produces heat. Heat is produced through the decay of natural grains such as hay. This decay alters the chemical structure of the grain which, combined with oxidation results in heat. Chemical heat can also be produced when different chemical are mixed together.
  - **Electrical:** This is the heat produced by an electrical current, such as: Lighting, Static, Sparking, etc.
  - **Nuclear:** The heat which is released from the nucleus of an atom.

Once a combustible material has been ignited, and as long as sufficient heat is present, it will continue to burn until the temperature is cooled below the material's

ignition point.

Some additional terms regarding ignition which are important to know include:

**Ignition Point:** The lowest temperature at which a material must be heated in order to start self sustained burning.

**Flash Point:** The lowest temperature at which vapors ignite in air when exposed to flame.

**Boiling Point:** The temperature at which a liquid boils.

- **Oxygen:** The combustion process requires oxygen. If oxygen is not present in sufficient amount, or if oxygen is removed, the combustion process can no longer continue and fire dies.
- **Fuel, Heat, and Oxygen = Chemical Chain Reaction know as combustion.**

Once the combustion process has begun, certain byproducts are produced as a result of the fire. These are known as the products of combustion and include:

- **Smoke**
- **Fire Gases**
- **Heat**
- **Flame**

### **Classification of Fires**

All fires fall into one of four categories, or classifications. These fire classifications have been assigned letters ( A, B, C, D, ) which are used to identify the type of fire. These letters can also be found on fire extinguishers to designate the appropriate extinguisher, for the type of fire present. The four classes of fires are:

- **Class “A” -** Fires involving simple combustible materials such as: wood, paper, trash, clothing, rubber, plastics, etc.
- **Class “B” -** Fires involving flammable liquids: oil, gasoline, paint, kerosene, etc.
- **Class “C” -** Electrical fires.
- **Class “D” -** Fires involving combustible metals: sodium, magnesium, potassium, etc.



## **The Role of the Security Officer in Fire Safety**

In general, Security Officers will be directly involved, on some level, with a company's fire safety program. Security Officers may be responsible for monitoring fire alarm systems, leading building evacuations in the event of a fire, or patrolling to detect fire hazard situations. These are just a few of the ways in which Security Officers assist in the fire safety mission. A Security Officer's involvement in fire safety and prevention activities may vary from assignment to assignment. The following text will examine some of the ways in which a Security Officer may contribute to fire safety and prevention in the workplace.

- Monitoring fire alarm systems.
- Inspecting fire protection equipment, such as fire extinguishers.
- Detecting fire hazards while conducting security patrols.
- Enforcing fire safety rules and policies.
- Educating personnel on the importance of fire safety.
- Assisting with building evacuations in the event of a fire.
- Reporting fire hazards to management.
- Extinguishing fires ( when applicable ).
- Making emergency notifications to the fire department when a fire occurs.

## **Fire Extinguishing Systems**

There are several types of fire extinguishing equipment and systems a Security Officer may come in contact with while on duty. The basic concept of fire suppression is that in order to extinguish a fire you must do one, or more, of the following:

- Remove the combustible material ( fuel ).
- Reduce the temperature of the fire ( heat ).
- Reduce the amount of oxygen present.

Fire extinguishing equipment accomplish this through the use of various substances such as, water, dry powders, carbon dioxide ( CO<sub>2</sub> ), or chemicals like Halon. Each of these substances combats the mechanism of combustion in a slightly different manner. For example, the most widely used substance in fire fighting is water. Water acts to cool the temperature of the fire, thus reducing its ability to continue burning. Water works well for fires involving simple combustible materials such as wood, paper, trash, etc. However, water doesn't work that well on electrical or chemical fires. Water conducts electricity, which means using it on an electrical fire will only compound the problem. In general, most chemicals are lighter than water which means they will float on top of water when mixed. If water is sprayed on a chemical fire, the effect may be the burning chemical floating on top of the water which is being spread out over a greater area, again compounding the problem. In general, fires involving electricity or chemicals are usually extinguished through the use of some form of dry powder, or CO<sub>2</sub>. These both have the ability reduce the levels of oxygen, and have a cooling effect on the heat of the fire.

### **• Fire Extinguishers**

Hand held fire extinguishers are classified in the same manner as fires. Fire extinguishers are given a classification letter ( A, B, C, D ) which corresponds to the type of fire they suppress. In addition, there are fire extinguishers which have a combination use classification. This means that one type of fire extinguisher

can be utilized to fight different types of fires. The classification of fire extinguishers is as follows:

- **Class “A”** - This type of extinguisher is used for fires involving common combustible material such as wood, paper, etc. The substance commonly used in this type of extinguisher is water. Water acts to absorb heat and cool the temperature of the fire.
- **Class “B”** - This type of extinguisher is used for fires involving flammable liquids. The substances commonly used in this type of extinguisher include, dry powders, foams, non-flammable gases such as carbon dioxide (  $\text{CO}_2$  ). These substances remove the oxygen supply by smothering the fire.
- **Class “C”** - This type of extinguisher is used for electrical fires. The common substance used in this type of extinguisher is carbon dioxide (  $\text{CO}_2$  ). Carbon dioxide removes the oxygen supply from the fire.
- **Class “D”** - This type of extinguisher is used for fires involving combustible metals. These extinguishers utilize heat-absorbing dry powders which reduce the fires temperature.
- **Class “A,B,C”** - This type of extinguisher can be used for any Class A, B, or C fires. These extinguishers utilize either carbon dioxide (  $\text{CO}_2$  ) or a form of dry powder. This type of extinguisher is very common and is generally the standard extinguisher used in both commercial and residential applications.

### Operating Fire Extinguishers

Most commercially sold fire extinguishers operate in a similar manner. **However, it is very important that the Security Officer read the manufacturer’s operating instructions for any fire fighting device they may have the potential to use.** This must be done in order to understand exactly how the device operates prior to having to use it during an actual emergency. In general, hand held fire extinguishers will have some sort of handle and trigger device which fires the extinguisher. Some triggers are similar to the trigger found on a firearm, while others are squeezable triggers which are incorporated into the handle of the extinguisher. Security Officers should inspect the fire extinguishers located on their assignment to ascertain exactly how those particular extinguishers operate. In addition, the extinguisher’s trigger will normally have a safety pin attached to it which keeps the extinguisher from being accidentally discharged. These safety pins usually appear as a metal pin with a ring on the end, inserted through the trigger assembly. This safety pin must be removed before the extinguisher will operate.

When using a fire extinguisher to fight a fire a couple of points must be remembered. First, a hand held fire extinguisher is designed to fight small fires. They are not designed for sustained fire fighting, or battling large fires. Most fire extinguishers only contain enough extinguishing agent to battle a fire for a minute or two.

## **Fire Extinguishing Hoses**

Another fire fighting device common to commercial and industrial operations is the wall mounted fire extinguishing hose. These fire hoses commonly utilize water as the extinguishing agent. There will normally be a valve mounted with these hoses which controls water flow into the hose. This type of extinguisher is designed to deliver large amounts of water into the area containing the fire.

## **Sprinkler Systems**

Sprinkler systems are designed to dispense large amounts of water into an area containing a fire. These systems are usually located in the ceilings of a building or residence. The systems are made up of a network of pipes which have water dispensing heads located along the length of the pipes. These sprinkler heads are designed to open and begin dispensing water when the temperature in the area reaches a predetermined level above normal.

In general, these sprinkler systems will either be, what is called, wet-pipe or dry-pipe systems. A wet-pipe sprinkler system is one in which the pipe contains water which is under pressure. This means, at all times, water is maintained in the pipes ready for use. The dry-pipe systems operate by filling the pipes with pressurized air which when released allows water to then pass through the pipes. What is meant is no water is physically maintained in the pipes. Water will be pumped through the system once the sprinkler heads have opened, creating diminished air pressure in pipes. These types of systems are ideal for areas which have a high risk of freezing temperatures, which could possibly damage pipes containing water.

## **Other Fire Extinguishing Systems**

Other fire extinguishing systems include foam dispensing systems which are utilized in petroleum/ chemical industry and airport operations. These foam agents work best against fires involving flammable liquids.

Carbon dioxide (  $\text{CO}_2$  ) is another type of fire suppressing agent which is commonly used in commercial and industrial areas. Carbon dioxide, which is a non-flammable gas, acts to remove the oxygen from the area containing the fire. If oxygen is removed, the fire cannot continue to burn. The danger associated with the application of carbon dioxide is that if oxygen is removed from the area, anyone located in the area will not have oxygen to breathe. It becomes important for operations utilizing carbon dioxide systems to have effective evacuation plans to reduce the risk to people in the area. Carbon dioxide is used in both hand held extinguishers and pipe systems.

Another fire extinguishing agent popular in the protection of computer centers is called Halon. Halon is a material made of hydrogen and carbon, which creates a chemical chain reaction with the fire, which as a result extinguishes the fire. The use of Halon leaves little residue to clean up, making it ideal for computer equipment.

## **Evacuations**

If a fire occurs, evacuating people from harm's way will become a necessary action. The objective of the evacuation is the systematic and orderly removal of people from an area containing a hazard to an area of safety. The concepts involved in planning and conducting evacuations are simple. The reality of an evacuation is more complex and requires a teamwork effort from everyone involved. Conducting an

evacuation from a small business operation, employing a limited number of personnel, may be easy to accomplish in a matter of minutes with simple planning. Evacuations of large business operations involving multiple buildings or floors and hundreds or thousands of personnel, visitors and tenants can require an elaborate plan orchestrated like a military operation. The level of planning necessary to effectively conduct an evacuation will depend upon the organization's size, location, type of facility and number of employees. In theory all evacuations are similar, in reality all facilities are different and no two evacuation plans will be exactly the same.

### **Developing An Evacuation Plan**

The systematic evacuation of personnel from a hazard area requires a well thought out plan of action. In a crisis such as a fire, the stress of the event can place a huge strain on the emotions of the personnel involved. In the absence of a firm plan of action, concerns about self survival can quickly turn into feelings of fear and panic. Fear and panic can lead to a state of confusion among personnel causing a reaction which is less than controlled or organized. Another term for this reaction is chaos. Pre-planning in the form of a structured, detailed and practiced system of evacuation can limit reactions based on fear and panic and increase the level of safety for all personnel involved.

Developing an evacuation plan will require input from a variety of sources within the organization. Management, supervisors, security, plant engineers, maintenance, housekeeping, as well as general employees all have a stake in a well developed evacuation plan. If the organization leases building space to other tenants, they should also be included in the development of the plan. Each of these groups will play a slightly different role in the development, as well as the execution of the plan. Representatives from each group should be included in all aspects of the planning process.

The following are general aspects which should be considered during the development of the evacuation plan;

- The evacuation plan must be a written document.
- Objectives of the plan must be clearly defined.
- Instructions must be prepared in a format which is easily understood.
- A schedule for periodic review of the plan must be established.
- The plan must be amended to reflect changes in the structure of the organization or building layout.

The following are specific aspects which should be considered during the development of the evacuation plan;

- Define departmental roles and responsibilities.
  - Management
  - Security.
  - Evacuation Supervisors ( Floor Wardens ).
  - Engineering and Maintenance.
  - Employees.
  - Building Tenants.
- Identify evacuation routes.
- Identify evacuation assembly areas.
- Define evacuation assembly area security.

- Establish a form of evacuation notification or alarm.
- Establish procedures for the evacuation of building visitors.
- Establish procedures for the evacuation of personnel with disabilities.
- Establish procedures for the evacuation of injured personnel.
- Establish procedures for the accounting of personnel once at assembly areas.
- Establish communication procedures.
- Establish procedures for evacuations during hours of darkness, foul weather, etc.
- Establish procedures for return to work or employee release.

## **Evacuation Routes**

Most organizations have fire evacuation routes clearly established and posted throughout the facility. These routes should be the easiest for personnel to remember under stress. Consideration must be given to one important point, personnel must not be evacuated through an area containing fire. It will be important for evacuation supervisors or “floor wardens” to be able to re-route personnel away from the area containing the fire. Maintaining communications with evacuation supervisors is critical for this reason.

## **Evacuation Assembly Areas**

Once personnel have evacuated the facility, they should report to a designated evacuation assembly area. Once at the evacuation assembly area, personnel will be accounted for to insure that everyone exited the facility safely. This process can be performed more effectively if assembly area supervisors have a current listing of all personnel working at the facility that day. This will require the generation of a current personnel listing on a daily basis. This listing can then be given to assembly area supervisors when the evacuation is conducted. Accounting for visitors, vendors and tenants presents a different problem. Accounting for visitors and vendors will require some procedure for tracking who has entered and exited the facility during the day. This could be achieved by maintaining some form of register that visitors and vendors are required to sign. Tenants occupying space in the facility will be required to generate their own versions of these listings which can be used by the assembly area supervisors. The accounting procedure ultimately used will depend upon the organizations individual circumstances and resources. The accounting of personnel following an evacuation is very important and organization should develop procedures for accomplishing this aspect of the plan.

The other issue is distance. Assembly areas must be located at a safe distance from the building. Management should consult with the local fire department regarding the location of assembly areas, as well as all aspects of the fire safety plan.

## First Aid Basics

First Aid is defined by the Webster's dictionary as emergency care or treatment given to an ill or injured person before regular medical aid can be obtained. At any time, you may be confronted with a medical emergency in which you will need to administer first aid.

Medical emergencies come in all shapes and sizes, from a minor cut or scrape to a heart attack or stroke. Your ability to recognize such emergencies and respond quickly and appropriately may mean the difference between life and death. The following information is designed to enable you to recognize such emergencies, call for Emergency Medical Services ( EMS ), and administer basic first aid techniques until help arrives. Remember, first aid **is not a substitute for professional medical treatment**. The information presented in this document reflects only basic first aid techniques. It should not be utilized as a substitute for professional CPR and First Aid training. It is strongly suggested that proper training in CPR and First Aid be obtained. For information regarding CPR and First Aid training, contact your local chapters of the American Red Cross or American Heart Association, or contact us at Protective Research Group, Inc.

### Notifying Emergency Medical Services ( EMS )

In any situation you may be confronted with, your first action should be assessment, or observation of the scene. At that time you will be able to determine if a call for help is necessary. Calling for help may include yelling for someone across the street or calling **911** by telephone. If you're obtaining assistance from another individual, always tell the person what you have observed, the location of the emergency, and tell them to call **911**. An example of this would be, **"I need help. There is a man unconscious in the parking lot, middle of the 2<sup>nd</sup> row. He is not breathing. Call 911."** If you are notifying Emergency Medical Services yourself, remember to remain calm, give your name, the location of the emergency, the type of emergency, and be as detailed as possible. At this time you will begin to render basic first aid to the person in need.

### Assessment And Information Gathering

When rendering first aid to a person in need, a systematic approach is necessary to assess the situation, gather information and begin assistance quickly. This can be accomplished by following these steps:

- Scene survey
  - Primary survey
  - Secondary survey
  - Environmental survey
  - Patient history of illness / injury
  - Witnesses to the event
- 
- **Scene Survey**

Upon finding an unconscious or injured person, an observation of the scene must be made for safety prior to your attempting to assist this person. You must ask yourself "if I were to enter into that area, am I at risk of being injured myself?". Observing the scene for possible risks such as downed powerlines, falling objects, a growling dog, etc. could injure you and make you a victim as well, therefor not helping the already unconscious or injured person. In these such instances, calling 911 and relaying your observations of unsafe

scene conditions is important for rescue workers so that they will arrive with the proper equipment and/or personnel needed to make a safe rescue.

- **Primary Survey**

The primary survey is conducted by assessing the **ABC's** upon first encountering the ill or injured person.

The **ABC's** are defined as **AIRWAY, BREATHING, and CIRCULATION**. Each is surveyed in this order. Without an open airway, a person can not breathe. Simply by opening the airway, respirations may be restored without further intervention. If the person still does not breathe, breathing must be done for the person. Finally, circulation must be assessed. This is done by feeling for a pulse at the carotid artery in the neck. If a pulse is felt and breathing has not been established, then rescue breathing is all that is necessary. However, if no pulse is felt, then CPR must be initiated.

- **Secondary Survey**

The secondary survey consists of assessing for and treating other life threatening emergencies. At this time you are looking for possible reasons as to why the person is ill or injured. Examples could be: profuse bleeding from an amputated limb which has rendered the person unconscious, a broken or deformed limb, a gunshot wound which is bleeding, etc. While conducting your secondary survey, this is the time in which you will control bleeding, apply splints to deformed limbs, taking other actions as necessary, and making the person as comfortable as possible until help arrives.

- **Environmental Survey**

The environmental survey consists of examining the area to gather information which might be vital to the care of the ill or injured person. Was the person working on a ladder and fell? Was the person working with electrical equipment that could have caused electrocution? Is the person's amputated finger within sight? This type of information must be collected and reported to EMS personnel.

- **History Of Illness / Injury**

Obtaining information about the person may be found by looking for medical alert bracelets and necklaces, identifying information in the person's wallet or purse, or by family members present at the scene. This information is useful in the treatment of the person and should be given to EMS personnel.

- **Witnesses To The Event**

Additional information should be gathered from witnesses to the event. Valuable information can be gathered as to what the person said, how the person was acting, and the exact nature of the illness or injury's occurrence can be identified. This information should as well be passed on to EMS personnel.

## **Cardiopulmonary Resuscitation ( CPR )**

Cardiopulmonary Resuscitation ( CPR ) is done when a person is absent of breathing and heartbeat. It is a way to help restore circulation of oxygen carrying blood to vital organs of the body. By breathing into the person's lungs, you are placing oxygen in the body. By performing chest compressions, you are circulating the blood to pick up the oxygen in the lungs and carry it throughout the body. CPR that is performed

properly and promptly can give victims the time to receive treatment by advanced medical techniques. It is advised by The American Heart Association and The American Red Cross that all people should be trained in CPR.

### **Rescue Breathing**

In finding an unconscious victim, you should shake and shout to the victim to determine responsiveness. If no response is obtained from the victim, you should call for help immediately. This may mean leaving the victim for a short period of time. Do this as quickly as possible. Upon returning to the victim, determine unresponsiveness again, by shaking and shouting. If the victim still does not respond, carefully roll the person onto their back and kneel beside the person's head and shoulders. Open the person's airway by tilting the head back. This is easily done by applying pressure on the forehead with one hand and lifting the chin with the other hand. Now look, listen and feel for breathing for about 5 seconds. Do you see the chest rise? Do you hear the breathing? Do you feel the person's breath on your cheek? If the person is breathing maintaining the open airway is all that is necessary. If not, you must breathe for the person.

1. With the person's head in the tilted position.
2. First, pinch the person's nose with your finger and thumb.
3. Next, cover the person's mouth with your mouth making a tight seal so that air does not escape.
4. Blow a breath into the person's lungs and then uncover the mouth to allow the breath to be exhaled.
5. Repeat the procedure a second time.

Now you must check for a pulse. A pulse is most easily found in an adult or child at the carotid artery at the side of the neck. Place your fingers on the person's Adams Apple and slide your fingers toward you to the groove at the side of the neck. Check for the pulse from 5 to 10 seconds. If a pulse is present, continue rescue breathing only until the person begins breathing on their own or EMS arrives.

### **CPR - Adult only**

If the person does not have a pulse, then a combination of rescue breathing and chest compressions must be administered. To perform CPR, position yourself in a kneeling position at the person's shoulders so that you can give rescue breaths and do compressions without having to move. To find proper hand position, locate the bottom of the person's rib cage that is closest to you. Using the hand that is closest to the victim's feet, place your first two fingers (index and middle finger) at the bottom of the rib cage and slide them along the rib cage border until you reach the breastbone (sternum). Locate the sternal notch and place these two fingers over the end of the sternum, called the Xiphoid process. Next, place the heel of your other hand on the lower part of the sternum next to your two fingers. Place your other hand on top of this hand and interlock your fingers. Now, rise up onto your knees with your shoulders up over the victim's chest. Compress downward approximately 1 ½ inches to 2 inches by using the weight of your body and not just your arms, for a cycle of 15 times at a rate of/or greater than 1 compression per second. Give two slow breaths as explained before (in the rescue breathing section) and repeat another cycle of 15 compressions. Continue this series for approximately one minute and then check the victim for a pulse. If a pulse is present, you will no longer give compressions but may need to continue rescue breathing if the victim does not start breathing again. Monitor the person frequently for a continued pulse. If the victim does not have a pulse, continue CPR compressions and breaths and check again every 3 to 4 minutes for a pulse. Continue CPR efforts until: (1) another trained person takes over CPR for you, (2) EMS personnel arrive and take over care of the victim, (3) you are exhausted and unable to continue, (4) the scene becomes unsafe.



## **Common Emergencies**

### **Heart Attack**

Heart attack, also known as a myocardial infarction or MI, occurs when an artery of the heart becomes blocked, stopping blood flow to certain areas of the heart. Symptoms of a heart attack vary from individual to individual, but most commonly seen symptoms are: chest pain, sometimes described as a heaviness or as an indigestion feeling. Some people may tell you they feel like they have an elephant sitting on their chest. The pain can also radiate into the jaw or left shoulder and arm. Pain between the shoulder blades may also occur. These people also feel short of breath and are usually diaphoretic, or sweaty. Some people also may have nausea and vomiting. What you must do is make the person comfortable. Have the person lie down and loosen all restrictive clothing such as shirt collars and belts. Call 911 for EMS assistance. Do not give the person anything to eat or drink. Stay with the person until help arrives. Continue to assess the person and be ready to perform CPR if the person should become unconscious and have an absence of breathing and heartbeat.

### **Stroke**

Stroke, also known as a cerebral vascular accident or CVA, occurs when an artery in the brain becomes blocked, stopping blood flow to certain areas of the brain. Symptoms of a stroke are also widely varied, but the most commonly seen symptoms are: slurred speech, drooping of one side of the face, staggering walk, weakness or inability to move one side of the body. You must also make this person comfortable by lying them down and loosening restrictive clothing. Do not give these people anything to eat or drink because some stroke victims are also unable to swallow. Call 911 for EMS assistance immediately. Stay with this person as well and assess the ABC's.

### **Shock**

Shock occurs when there is insufficient blood returning to the heart for normal function. Shock can have many different causes such as large volume of blood loss, infection, drug reaction, trauma, poisoning, heart attack and dehydration. Symptoms of shock include paleness of the skin, a bluish or grayish coloring of the lips and fingernails, the face may be pinched and without expression, there may be a staring of the eyes, breathing may be rapid and shallow, occasionally there may be restlessness or excitement, and often the person may complain of extreme thirst. You must keep the person lying down with their head positioned lower than their feet. You can elevate their feet on a stool or chair. Loosen any tight clothing. Keep the person comfortably warm but do not apply heat. Avoid any unnecessary noise or questions and avoid moving person if at all possible. You may give only sips of fluids, but avoid it if possible, and do not give the person anything to eat. Control any bleeding that may be occurring. Call 911 for EMS assistance and continue to observe the person closely.

### **Seizure**

Seizures are caused by over activity of the brain cells. People who have the disease known as Epilepsy have seizures, but there are many other causes of seizures other than Epilepsy. There are also many different types of seizures, but the ones that are the most frightening to people are called grand mal seizures. A grand mal seizure consists of sudden unconsciousness followed by successive contractions and relaxation movements of the arms and legs. Muscles of the head and face jerk. Bladder control may be lost during a seizure.

Breathing stops and there may be frothing from the mouth. These seizures are short in duration and breathing should resume after the seizure is over. Some people may remain unconscious for a few more minutes, and some people may appear exhausted, weak, and confused. They will not recall the seizure. What you must do while witnessing a seizure is move any objects from around the person that they could become injured by. Do not attempt to force the person's mouth open during a seizure and certainly do not put your fingers in their mouth in attempts to keep their airway open. Call 911 immediately for EMS assistance. Once the seizure has stopped, do your ABC's assessment and maintain an open airway until help arrives.

## **Spinal Injuries**

Spinal injuries can occur from anything that causes a blow to the spine. This can be caused by a fall, being struck by a car, etc. Spinal injuries that also injure the spinal cord can cause paralysis of the body. Spinal cord injuries stop necessary signals from the brain from reaching their intended destination in other parts of the body. Depending upon where the injury has occurred, the paralysis could be below the waist or the injury could have occurred in the neck causing paralysis from the chest down and causing the person to stop breathing. When confronted with someone having a possible spinal injury your first action is to make sure that the person is kept lying flat and does not move a muscle. Any movement of the body can cause broken spinal bones to injure the spinal cord. Call 911 for EMS assistance if you are in reach of a telephone. If not, stay with this person until help arrives and 911 can be called. Someone who is thought to have a spinal injury and is conscious or confused may attempt to get up while you are away calling for help so it is important to remain with them.

Continue to assess your ABC's and maintain firm stabilization of the person's head and neck until EMS assistance arrives. This can be accomplished by reassuring the injured person and having them remain calm and motionless. Should the person stop breathing at any time, you will have to maintain an open airway, **but now this can not be done with the head-tilt / chin-lift as you have learned earlier.** Any tilting of the head will cause movement of the cervical spine and possibly cause further injury. At this time you will do what is called a jaw thrust maneuver. Position yourself on your knees above the person's head. By placing your hands on each side of the person's face and lying your thumbs on the their cheeks with your thumbnails pointing toward their feet, hook your index fingers under the rear notch of the jaws under each ear and push the jaw upward toward the ceiling. This will bring the tongue forward so that the airway is not obstructed. Maintain this open airway until help arrives. Should you need to give rescue breathing, you will now have to cover both the nose and mouth, if the person is small, or close the mouth tightly and ventilate through the person's nose.

## **Head Injuries**

Head injuries can occur anytime that a person has been struck in the head or has fallen and hit their head. Symptoms of head injuries can include unconsciousness, confusion, slurred speech, headache, nausea and vomiting, one pupil larger than the other. You must keep the person lying still and call for assistance from EMS. Also remember that any injury caused to the head can also have caused injury to the spine. Stabilization of the head and neck should also be done until help arrives.

## **Impaled Or Imbedded Objects**

Never attempt to remove impaled or imbedded objects. Always stabilize the object and await EMS's arrival. You may need to control bleeding as necessary.

## **Loss Of A Body Part**

Loss of a body part can occur many different ways. It could be the loss of a finger(s), hand, arm, foot, or leg. The most important thing you need to do is control bleeding. By applying pressure to the injury or above the injury, blood flow can be slowed to the injured part of the body. For example, if a person has lost the tip of their finger in a machinery accident, by applying a clean, snug fitting bandage to the finger and hand and elevating the hand above the level of the heart, bleeding can be slowed until help arrives. If for instances the hand has been severed from the body and blood from the arteries is spraying, applying pressure to the wound directly, elevating the hand above the level of the heart and applying pressure to the artery above the wound by squeezing it against the bone, should help decrease the flow of blood. By squeezing the upper arm, with your fingers over the inside of the arm where the brachial pulse is found, or by applying pressure at the groin of a leg that has bleeding, bleeding can be slowed. If bleeding has not slowed, placing a tourniquet, as a last resort, made with a belt or piece of fabric applied tightly around the affected limb as close to the wound as possible can slow the bleeding until EMS arrives. Attempt to keep the person lying or sitting still until help arrives. Assess for signs of shock. Recover any body parts and give these to EMS personnel upon their arrival.

## **Choking**

The universal symbol of choking is the person's hands around the neck or throat. Anytime someone is choking, observe them closely. As long as the person is able to cough in attempts to remove the foreign object, allow them to do so. But when the person is no longer able to talk or cough, or you hear a high pitched sound when they are attempting to breathe, it is time to take action. As long as the person is conscious and standing, you will need to perform the Heimlich maneuver. This is done by standing behind the victim and wrapping your arms around the person's waist. Make a fist with one hand. Place the thumb side of the fist against the person's abdomen, in the midline slightly above the navel and well below the end of the sternum. Grasp the fist with the other hand. Press the fist into the person's abdomen with a quick upward thrust. Each new thrust should be a separate and distinct attempt to dislodge the foreign object. Continue this action until the object has been expelled or the person becomes unconscious.

If the person becomes unconscious, lie the person down on their back with their face up. Straddle the person's thighs and place the heel of one hand against the person's abdomen, in the midline slightly above the navel and well below the end of the sternum. Place the second hand directly on top of the first. You then must press into the abdomen with a quick upward thrust. Continue this action until the foreign object has been removed. Check the person's mouth frequently to see if the object has been forced into the person's mouth. Do this by performing a finger sweep from one side of the mouth to the other. If the person is not breathing, attempt Rescue Breathing. If you can not get air into the lungs, continue the abdominal thrusts and repeat finger sweeps and attempts at Rescue Breathing ( as described earlier ) until EMS personnel arrive.

In certain cases such as advanced pregnancy, abdominal thrusts can not be used. At this time, chest thrusts are done by encircling the person under the arms and placing the thumb side of the fist on the middle of the breast bone, taking care to avoid the end of the breastbone or sternum. You will then grab the fist with the other hand and perform backward thrusts until the foreign object is expelled or the person becomes unconscious. At that time, lie the person down as before and kneel beside the person's chest. Place the hands the same as you would to perform CPR. Each thrust should be delivered distinctly, and with the intent of dislodging the obstruction.

## **Fainting**

Fainting, or syncope, is a loss in consciousness caused by inadequate blood flow to the brain. It can be caused by many different things, but usually does not last long and the person does not stop breathing. Causes of fainting can be due to illness, sudden changes in body position, unnerving sights such as seeing blood, etc. If the person is seated, place their head between their knees or lie them down. This promotes adequate circulation to return to the brain. Remove tight clothing. You can also place a cold wet towel over the person's forehead until they regain consciousness. Call EMS for assistance.

## **Heat Exhaustion**

Heat exhaustion is an acute reaction to heat exposure. Symptoms include weakness, dizziness, nausea, headache, and finally collapse. The person's face is pale, cool, and moist. The skin is cool, clammy, with profuse sweating. You should move the person to a cool place, loosen clothing, and lie them down. Keep them warm to prevent the onset of shock. Give fruit juices or sports drinks in abundant amounts. Call 911 for EMS assistance.

## **Heat Stroke**

Heat stroke is an acute and dangerous reaction to heat exposure. Its symptoms vary from heat exhaustion in that the face is red, dry, and hot. The skin is hot, dry, and there is no sweating. The body's temperature is high, between 106 and 110 degrees. You must remove as much clothing as possible, except for undergarments. Keep the person at absolute rest with the head elevated. Without delay, apply cold packs or cold water to the person's body, direct a fan to blow on the person or turn air conditioning on high to help cool the person's body temperature. Call 911 for EMS assistance.

## **Splinting Of Limbs**

An injury that occurs to the arms and legs can cause pain, swelling, and deformities of the bones due to fractures. The injuries need to be immobilized until EMS personnel arrive. This can be accomplished by splinting the injured limb. To splint an injury, you can use anything available to tie around the limb and keep it from moving. Examples of things that can be used as splints are sticks, magazines, pillows, etc.. The basic protocol for applying splints is as follows: to splint an injured bone, immobilize the joint above and below the injury. An example of splinting a broken forearm would be to place a stick along the arm from the below wrist to above the elbow and tying it in place at the top, bottom, and middle sections of the splint. To splint an injured joint, immobilize the bones above and below the injury. With some injuries such as shoulder injuries, you can place a belt or tie a piece of material around the upper arm of the affected body side and around the chest to keep the arm against the body, therefore preventing movement of the arm and shoulder. If one leg is injured, by splinting it to the other leg, this will prevent movement and possible further injury until help arrives.

## **HIV / AIDS Precautions**

Acquired Immune Deficiency Syndrome, or AIDS, is a disease that alters the immune system, leaving a person vulnerable to life-threatening illnesses. Because of the depression of the immune system, the body is unable to fight off infections and diseases. AIDS is caused by the HIV virus, or Human Immunodeficiency Virus. It affects many adults in their productive years and most people have died within 5-10 years of being

diagnosed with AIDS.

The HIV virus can be found in blood, body fluids, and tissues. Body fluids such as urine, feces, saliva, tears, and nasal secretions may contain small amounts of the virus. However, transmission of HIV has not been documented through any of these fluids. The sources of body fluids which contain large enough amounts of the virus and could transmit the infection are: blood, body fluids with blood, and semen and vaginal secretions. The HIV virus has been known to be transmitted through various ways such as sexual contact with infected persons, sharing of contaminated needles, blood transfusions before 1985, mother to baby, and exposure of cuts or broken skin to infected fluids. **The HIV virus is not spread by casual contact.** Casual contact is contact that does not involve the exchange of body fluids and include hugging, casual kissing, handshakes, or touching objects handled by an HIV infected person.

The HIV virus is very fragile outside the body and is inactivated by exposure to air or bleach solutions. Preventing the spread of HIV infection in the community can be accomplished several different ways such as practicing sexual abstinence, having a long-term monogamous relationship with an uninfected partner, using a latex condom, and by eliminating the sharing or use of unsterilized needles.

Precautions for the emergency responders include the wearing of latex gloves and eye protection when working with injured persons. Disposable CPR masks should be used when performing resuscitation techniques.

## Report Writing

Preparing written reports is a fundamental aspect of the security profession. The basic function of the Security Officer is to observe and report, and reporting is normally accomplished through the use of written reports. The Security Officer should expect to prepare at least one written report per duty shift. On days when numerous incidents occur the Security Officer may be required to prepare several written reports. Understanding the how and why of preparing written reports is an important aspect of the overall success of the security mission. Written reports are prepared for numerous reasons including:

- To provide a permanent record regarding daily activities.
- Providing a permanent record of the facts surrounding an incident.
- To verify that all assigned security duties have been performed.
- To act as evidence in legal proceedings.
- To provide information for follow-up action.

### Characteristics of Written Reports

All well prepared written reports have several important characteristics in common. These characteristics will account for the overall quality of the report. The following are common characteristics of a well written report:

- |                  |   |
|------------------|---|
| <b>Clear:</b>    | The information contained in the report should be explained in a clear, easy to understand manner.  |
| <b>Neat:</b>     | Reports should be prepared in a manner which reflects professionalism, structure, and neatness.   |
| <b>Complete:</b> | Reports must include all necessary information and facts relating to the topic of the report.   |
| <b>Brief:</b>    | Reports need only contain those facts which are necessary to explain the situation, incident, event, etc. Unnecessary detail should be omitted. |
| <b>Accurate:</b> | All information and facts contained in the report should be correct and factual to the best of your knowledge.                                  |
| <b>Prompt:</b>   | Reports should be prepared, completed, and submitted on time.   |

### Elements of Written Reports

Reports must contain certain specific information before being considered complete. This information is known as the elements of the report. Like report characteristics, report elements will also be a consistent factor in all written reports you prepare. Report elements include:

<b>Who:</b>	The ‘who’ of a written report includes all persons involved in the incident, witnesses, victims, perpetrators, persons contacted, etc.
<b>What:</b>	This includes all the facts surrounding the incident or situation being reported.
<b>When:</b>	All important times and dates must be included.
<b>Where:</b>	Information regarding all locations relevant to the incident or situation being reported.
<b>Why:</b>	This includes information regarding the reasons or motivations for why the incident or situation occurred.
<b>How:</b>	Information regarding the methods or mechanisms of how the incident occurred.

## **Report Types**

There are a variety of written report formats and styles utilized throughout the security industry. As a Security Officer, you may be required to maintain several different types of reports during your tour of duty. In addition, you may also encounter differences in report formats utilized at different assignments or companies. Generally, most written reports utilized in the security industry will fall into one of three basic categories: Chronological reports, Narrative reports, and Checklists.

### **Chronological Reports**

Chronological reports list information in sequential order according to the time and date of occurrence. Reports which record information in this format are commonly referred to as “logs” or “registers”. Information is generally listed as brief, to the point, entries on the report form utilizing a “telegraph” style of writing. This type of report format is very commonplace in the security industry and Security Officers are routinely required to maintain such reports while on duty. The following is a list of some typical chronological reports common to security operations:

- Daily Activity Reports / Logs.
- Shift Activity Reports / Logs.
- Visitor Sign-In Registers.
- Employee Sign-In Registers.
- Gate Access Reports / Logs.
- Surveillance Logs.

### **Narrative Reports**

Narrative reports record information or describe events in a longer, more detailed manner. Narrative reports, in essence, tell a story of what happened during event and may require several paragraphs or pages to explain the information in detail. Examples of the narrative style of writing include: newspaper articles, novels, magazine articles, etc. The following are narrative reports common to the security industry:

Incident Reports.  
Investigative Reports.  
Witness Statements.

### **Checklists**

Checklists are reports in which required information is listed in a pre-arranged format on the report form. This affords the Security Officer the ease of recording required information by simply placing a checkmark beside the appropriate corresponding designation listed on the form. Common checklists utilized in the security industry include:

Security Surveys.  
Equipment Inventory Checklists.  
Vehicle Inspection Checklists.  
Emergency Preparedness Checklists.  
Daily Procedures Checklists.

### **Proofreading**

It is important to thoroughly proofread all completed reports prior to submitting them. Check for any errors or omissions that may be present including: misspelled words, missing punctuation, improper grammar, or missing information. If errors are discovered, the report should be corrected or rewritten before it is submitted.

### **Basic Grammar**

Preparing written reports is usually a daily activity for most Security Officers. Whether you enjoy preparing written reports or not, attention should be given to the basic quality of the reports you do prepare. No one expects a Security Officer to be a professional writer, however, the Security Officer should strive to prepare the best reports possible. Attention should be placed on basic grammar including:

Spelling words correctly. If you're unsure about a word's correct spelling look it up in a dictionary.  
Make sure that all sentences are complete statements.  
Include correct punctuation.  
Use abbreviation correctly. If abbreviations are used make sure they are standard, and not made up.  
Use capitalization at the beginning of sentences, names, official titles, etc.

### **Field Note Taking**

The most important aspect of any written report is that it contains the correct information. Incidents can occur at any time or place. Incidents can be simple in nature and easy to explain or very complex containing extensive facts. When incidents do occur, it is crucial that the important facts regarding the incident be collected and recorded in a written incident report. Preparing incident reports may take place several hours after the incident is over. At this time the details surrounding the incident may be harder to recall, and persons involved may not be present for questioning. One way of insuring that all essential facts are obtained is through the use of field note taking. The practice of note taking is strongly encouraged and all Security Officers should have a pen and note pad in their possession for this reason.



Basically, there are two different types of written notes: **rough notes** and **final notes**. Rough notes are those notes which are taken, on scene, at the time of incident. These type of notes generally list information in a very abbreviated form. Neatness is not important when preparing rough notes. However, correctness of the information is important because these notes will serve as the foundation for your final written report. Rough notes should include details such as: names and descriptions of persons involved, dates and times, descriptions of surroundings or location, the correct sequence of events, etc.

Final notes are prepared after the incident has ended and it becomes time to write an incident report. Final notes are prepared in a neater, more organized, format using the information contained in your rough notes. Your final notes should list information in great detail because they will serve as the outline which will assist in preparing the written incident report.

Another effective method of note taking involves the use of a portable tape recorder. Today, small micro-tape recorders are inexpensive and capable of recording a two hour conversation on one micro cassette tape.

Once the final written incident report has been prepared, final notes should be retained for future reference. Some security companies require that your final notes be attached to the incident report itself, some companies do not. Regardless of whether you are required to submit your final notes or not, they should be maintained for some period of time as your personal record of the incident.

### **Observation and Identification Techniques**

Observation is the, conscious or unconscious, process in which the brain receives information from the five senses ( sight, hearing, touch , taste, smell ), records the details of what is being observed, evaluates the information, and acts if necessary. Information regarding every person, place, or object that we come in contact with, or experience we encounter, is being evaluated and stored in the memory for future use. This process is natural, automatic, and occurs constantly from the time we're born until we die, whether we are aware of it or not. The human brain and nervous system is similar to a computer, except more powerful than any computer we could imagine. The brain is capable of receiving, evaluating, storing, and recalling unlimited amounts of information. This is not a concept, but a physiological and psychological fact of human biology. For examples of just how powerful the observation process is consider the following:

- At any given moment, you can recall memories from the past in vivid detail. This includes good and bad memories alike, from as far back as your early childhood.
- During sleep, you wake up because you're cold. How did you know you were cold?
- While driving your car, the smell of food cooking enters the window, you know what type of food is cooking and maybe even the restaurant preparing the food. Experiencing this may, or may not, make you hungry.
- You run into someone on the street that you haven't seen for 20 years. Suddenly memories of the relationship spring to mind.
- While attending a party, you sense someone behind you is staring in your direction. You turn around

to discover that you were right. How did that happen?

These are just a few of the common examples of the power of the observation process which most of us have experienced.

In order to develop a better understanding of how the observation process works, we'll examine the elements which make up the process. The observation process has four basic elements: awareness, evaluation, memory, and response.

- **Awareness**

Awareness is our conscious or unconscious attention to the surrounding environment. Awareness acts as our own internal radar system, incorporating all of the physical senses in the task. To be aware of something in our environment we must be able to see it, hear it, touch it, taste it, and smell it.

- **Evaluation**

Once aware of something in our environment, we then begin to evaluate the information. Our understanding of what we observe will be based directly upon our individual education, training, life experiences, biases, and prejudices.

- **Memory**

Memory refers to the process in which information is stored in the brain for future recall. Once we have become aware of something in our environment and have evaluated it, the brain then categorizes and stores the information in memory. The way in which the brain categorizes and stores information will be based directly upon the perceived importance of the information observed. The more important our understanding tells us the information is, the easier it will be to recall it in the future.

- **Response**

Once our brains have received and evaluated the information from our senses we may, or may not, take conscious action regarding the observation. This process can be referred to as passive or active action. Smelling the aroma of food cooking may, or may not, make you hungry.

Even though this is a basic explanation of the observation process, it should present an understanding of how the overall process works. In general, our awareness and understanding of what we observe will directly effect the way in which we memorize and take action on the information. If something we observe is perceived to be important to us we will be able to remember more specific details about the observation, if considered unimportant we won't be able to recall in much detail. What we consider important is based directly upon our understanding of the situation being observed. When our understanding tells us to perceive a situation as important, we become more focused in our observations and focus is the key to improved awareness. So you see, all the elements within the process must work together to achieve the result known as observation.

Observations can be classified as either casual or controlled. Casual observation, which can also be referred to as relaxed observation, is the general observation of our surrounding that occurs with no specific purpose

in mind. This casual observation is occurring at all times during our waking hours. When something in the environment triggers our attention, we begin the process of controlled observation. A controlled observation can be defined as, an observation in which you are focused on identifying and remembering what is being observed. Controlled observation is also referred to as focused observation.

The purpose of a controlled observation is to gather all information possible because the observation has been perceived as important. We observe with the specific intent of being able to remember the event later. For the Security Officer, the intent of controlled observation should be the identification of hazards in the environment. This can be achieved by practicing the focusing of one's conscious attention toward specific tasks where good observation is necessary. These tasks could include patrolling, access control procedures, crowd control, or any number of protection related functions. The main point being, if you want to improve your personal observation skills you must focus, focus, focus.

### **Factors Which May Influence Observation**

Even though the observation process is natural and automatic there are both positive and negative factors, or conditions, which influence the process. In order to develop improved observation skills, we must develop a greater understanding of these factors and how they work to our benefit or detriment.

The factors or conditions which may influence the observation process can be classified as **internal** and **external**. Internal factors are the conditions within our own bodies. External factors are the conditions which exist within the outside environment. We may, or may not, have direct control over these factors or conditions, however, it is important to understand what they are and how they effect our observations. Understanding how these factors or condition effect our observations may enable us to find ways to compensate for negative influences on the process. The following are some typical internal and external factors which may influence the observation process:

- **Internal Factors or Conditions**

- Having an illness or disease
- Being mentally distracted
- Daydreaming or being distracted
- Being under the influence of drugs or alcohol
- Being physically exhausted
- Having a physical disability - blindness, hearing loss, etc.
- Personal training
- Personal life experiences
- Education
- Prejudices
- Mental stress
- Being in a state of panic, confusion, anger, fear, etc.

- **External Factors or Conditions**

- Being in an area of darkness or low lighting
- Being in an area of extreme bright light or sunlight
- Weather conditions - fog, rain, snow, high winds, cold, heat, etc

- Distance from the object being observed
- Being in strange surrounding
- The landscape or terrain
- The noise level in the environment
- Activities occurring in the area
- Being influenced by other people

Identifying these internal and external influences is not very difficult, finding ways to compensate for them is more of a challenge. Some factors, such as sunlight, can be compensated for by wearing sunglasses. Areas of darkness can be illuminated by a flashlight. Influences created by internal factors, such as illness, will be more difficult to compensate for. One could take a over-the-counter cold remedy to help elevate symptoms associated with the flu, which may allow you to be more effective while on duty. However, if you took a cold remedy which induces drowsiness you would be adding additional negative influences toward the observation process.

There are many internal and external factors or conditions which influence the observation process in both a positive and negative way. Additionally, there are many ways to compensate for each of these influences. The factors or conditions which may effect any one individual will greatly depend upon that person's physical well being, geographical location, time of day, events occurring in the environment, training, etc. It is important for the Security Officer to understand that factors or conditions may alter the observation process, identify these factors, and compensate for their negative effects.

### **Techniques for Improving Observation Skills**

The follow are a few practical exercises for developing improved observation skills:

- Create a clear mental understanding as to the purpose for the observation. What is the goal of the observation? Is it important to be able to recall the information in detail at a later time?
- Make a conscious mental effort to limit distractions and daydreaming. Concentrate on what is being observed. Control your focus regarding what you are observing.
- Throughout the day, make mental notes of people, vehicles, or objects which you observe and attempt to recall them later in detail. Begin to notice the general, specific, and changeable characteristics of persons and vehicles.
- Begin to study the activities and habits of others. Become a people watcher. Study body movements and facial expressions.
- Refrain from biases or prejudices when observing. Remain objective when observing people or situations.

### **Identification Techniques**

Not only is it important for the Security Officer to be observant, he / she must also possess the ability to describe what has been observed in great detail. Description is the process of noting, remembering, and recalling particular characteristics which will identify or designate a specific individual, vehicle, object,

place, or event, as opposed to others.

It is important that the Security Officer be able to describe individuals, vehicles, objects, etc., in a manner which is both detailed and accurate, so that others will readily be able to recognize what was observed. The ability to provide detailed identification can mean the difference between success or failure in a wide variety of security or law enforcement situations. Examples include, providing Police with descriptions of criminal suspects, stolen vehicles, stolen property, criminal events, etc. With regards to security, it is equally important to be able to describe hazardous situations, injured persons, violations of company policies, incidents, etc..

Descriptions can be provided verbally, and at other times they must be written. A description may be the product of a Security Officer's own observations, or that of a witness or victim. In any case, the description provided must be accurate and detailed. What is needed to insure that descriptions are accurate and detailed is a systematic method of recalling these details.

The process of identification must be systematic and thorough. Information must be recalled in a manner which insures that important details are not missed. There are three basic categories of characteristics which are examined when describing individuals, vehicles, or objects, and include: General characteristics, Specific characteristics, and Changeable characteristics.

### **General Characteristics**

General characteristics are those basic characteristics which are common to a particular individual, vehicle, or object. For example, common characteristics of individuals include age, weight, sex, race, etc. These characteristics are considered general due to the limited number of variables present within a particular characteristic.

### **Specific Characteristics**

Specific characteristics are those characteristics which are specific or unique to the individual, vehicle, or object being described. Many variables exist within any given specific characteristic, making them the most descriptive of characteristics. All individuals have a specific characteristic or combination of characteristics which make them different from others.

### **Changeable Characteristics**

Changeable characteristics are those characteristics which can be altered by the individual. An example of this is clothing, which can be changed at any time. These types of characteristics, while important for short term identification, may be less useful over time due to the ability to alter them.

The combination of these three categories of characteristics is what makes up a complete description. As stated at the beginning, the process of identification should be systematic and thorough. When providing a description recall the information in the following sequence: general characteristics first, specific second, and changeable third. This method will allow you to organize and recall the information more effectively.

## **Describing Individuals**

### **General Characteristics**

Sex:	Male or Female
Race:	Black, Caucasian, Hispanic, Asian, American Indian
Build:	Small, Medium, Large
Height:	Approximate
Weight:	Approximate
Age:	Approximate

### **Specific Characteristics**

Face:	Round, Square, Oval, Long, Broad
Hair:	( Color ) - Blond, Brown, Red, Gray, Black, Tinted, Dyed, Bleached, Streaked ( Type ) - Straight, Wavy, Curly ( Thickness ) - Thin, Medium, Thick ( Texture ) - Fine, Medium, Coarse ( Length ) - Short, Medium, Long ( Style ) - Parted on right, left or middle, No part, Crewcut, Wig or toupee ( Appearance ) - Well groomed, Unkept
Forehead:	( Type ) - Low, High, Normal, Bulging ( Width ) - Narrow, Wide, Normal ( Wrinkles ) - Light, Heavy, Deep, None, Horizontal, Vertical
Eyebrows:	( Color ) - Blond, Brown, Red, Black, Gray, etc. ( Shape ) - Straight, Arched, Slanted, Connected, Separated ( Appearance ) - Bushy, Thin, Thick, Long, Short, Penciled, Tattooed
Eyes:	( Color ) - Brown, Hazel, Blue, Gray, etc. ( Shape ) - Round, Slanted ( Size ) - Small, Large, Normal ( Appearance ) - Bulging, Sunken, Blood shot, Watery, Glassy, Puffy, Red, Crossed, Pupil size, Wide or close set ( Eyelashes ) - Length
Eyeglasses:	Size, Style, Type, Color
Nose:	( Length ) - Short, Medium, Long ( Width ) - Thin, Medium, Thick ( Projection ) - Short, Medium, Long ( Appearance ) - Normal, Tip turned up, Tip turned down, Broken, Crooked, Twisted ( Nostrils ) - Small, Medium, Large, Flaring, Hairy

Ears:	( Size ) - Small, Medium, Large ( Shape ) - Round, Oval, Square, Pointed, Triangle ( Appearance ) - Sticking out, Close to head, High on head, Low on head ( Hearing Aids ) - Describe, Left or right ear(s)
Cheeks:	Full, Bony, High, Small, Medium, Large, Sunken
Chin:	( Size ) - Small, Medium, Large ( Shape ) - Normal, Round, Square, Pointed, Dimpled, Double
Lips:	Thin, Medium, Thick, Puffy, Protruding
Mouth:	Small, Normal, Large, Corners turned up or down
Teeth:	( Color ) - White, Yellow, Stained, etc. ( Size ) - Normal, Small, Large ( Appearance ) - Decayed, Missing teeth, Broken, Uneven, Gaps between, Braces, Over-bite, Under-bite, Dentures, Gold teeth
Speech:	( Tone ) - Low, Loud, Soft, Gruff ( Other ) - Accent, Stuttering, Nasal, Drawl
Facial Hair:	( Color ) - Blond, Brown, Gray, Red, Black, etc. ( Appearance ) - Mustache ( type and length ), Beard ( type and length ), Clean shaved
Neck:	( Length ) - Short, Long, Normal ( Size ) - Thin, Normal, Thick, Muscled, Adam's Apple size
Shoulders:	Narrow, Normal, Wide, Rounded, Square, Straight
Arms:	( Length ) - Short, Medium, Long ( Size ) - Small, Medium, Large, Muscular
Hands:	Small, Medium, Large
Torso:	Small, Medium, Large, Muscular
Waist:	Small, Medium, Large
Hips:	Narrow, Medium, Wide
Legs:	( Length ) - Short, Normal, Long ( Size ) - Thin, Normal, Large, Muscular ( Appearance ) - Bow legged, Knock-kneed, Limp, Normal
Feet:	Small, Normal, Large

Marks or Scars: ( Marks / location ) - Birthmarks, Moles, Warts, Tattoos  
( Scars / location ) - Size, Shape

#### Changeable Characteristics

Clothing: Type, Color, Shoes, Well groomed, Unkept

### Identification of Vehicles

#### General Characteristics

Type of Vehicle: Car, Truck, Bus, Tractor, Van, RV, Motorcycle, etc.  
Make: Manufacturer

#### Specific Characteristics

Model  
Color  
Year  
Hard top or Convertible  
Type and color of interior  
Vehicle Identification Number ( VIN )

#### Changeable Characteristics

Missing or Damaged Parts: Cracked windows, Dents, Scratches, Broken lights, Rusted areas, etc.

- Special Features: Sunroof, Tinted windows, Pin striping, Special lights, Wheel covers, etc.



## Interviewing Techniques

An **interview** can be defined as, a face-to-face controlled conversation which has an investigative purpose. The primary goal of an interview is to obtain information from an individual regarding an incident or situation. This is achieved through a structured process in which questions and answers are exchanged between the interviewer and the interviewee ( or subject ). Security Officers routinely conduct interviews throughout their careers, maybe even on a daily basis depending upon the nature of the assignment. The Security Officer may have to interview the witnesses or victims of an incident, crime, or accident. These individuals may be employees of the protected company or members of the general public. Regardless of who the interview is conducted with, the goal will always be the same, obtaining specific information or facts regarding a situation or incident.

Another form of the interview process, which is conducted with criminal suspects, is known as an “interrogation”. Interrogations are a type of formal interview that seeks to ascertain the facts of a crime, secure the guilt of, or confession from, a criminal suspect. Interrogations are generally conducted by Law Enforcement officials following the arrest of a criminal suspect, or during the course of a criminal case. Interviews are not interrogations. Interviews are conducted with witnesses and victims, interrogations with criminals suspects. Since it is unlikely for the Security Officer to conduct criminal interrogations they will not be covered in this text.

### The Security Officer as Interviewer

The success of any interviewer with obtaining the desired information from an interviewee, will depend upon the interviewer’s professionalism, skill, and experience. There are specific characteristics associated with the professional interviewer. These characteristics include:

- The interviewer must maintain a professional appearance, including clothes and grooming.
- The interviewer’s goal is to gather information.
- The interviewer treats the interviewee with respect, and in return will be respected. Never judge or ridicule the interviewee.
- Attention is always placed on being considerate, courteous, and understanding.
- The professional interviewer maintains his / her focus and objectivity.
- Emphasis is placed on total listening throughout the entire interview.
- The professional interviewer never lies or makes false promises to the person being interviewed.
- Information received from the person being interviewed is never misquoted or misrepresented.

### Interview Types

There are basically two types of interviews: **formal** and **informal**. The formal interview is conducted in a very business like manner. Emphasis is placed on the overall structure of the interview with regards to setting, appearance, questions asked, etc. Formal interviews are generally conducted in an office or room which contains few distractions. This type of setting is advantageous for concentration during the interview. The way in which the interview will be conducted is usually highly structured, and questions are generally prepared in advance. This type of interview is most often associated with employment, counseling, etc. Unless the Security Officer’s duties include hiring, counseling, or other administrative functions this type of interview format may not be used often.

The informal interview is the type more likely to be utilized by security personnel. The informal interview is generally one which occurs spontaneously, at the scene of an incident for example. Less emphasis will be placed on the interviews overall structure, however, the emphasis placed on information gathering will remain the same. These types of interviews are commonly referred to as “field interviews”, because they often occur outdoors, or in public areas.

## **Conducting the Interview**

The primary objective of an interview is to obtain information. To be effective at conducting interviews, the Security Officer must first develop some basic skills regarding the process. The following are some basic points to remember when conducting an interview:

- **Be prepared for the interview**

Approach the interview with the goal of obtaining the necessary information. Have a firm understanding why you are conducting the interview. Anticipate the type of information you are likely to receive, and the questions you may have to ask.

- **Begin the interview by putting the interviewee at ease**

Attempt to put the interviewee at ease. If the interviewee is upset, allow them a moment to calm down. Be friendly and show respect. If possible offer them a drink of water, or a chair to sit down in.

- **Be conversational**

An interview is a two-way communication. Don't attempt to just ask questions and expect answers, allow the interview to be a conversation. Talk with the interviewee in an informal, sociable manner. Don't conduct the interview as though it was an interrogation.

- **Establish trust and show interest**

Be personable and show the interviewee that you have an interest in the information they possess, even if the information is of little value. Interviewing may be a routine duty of yours, but the interviewee may not engage in the activity often, so show that you are someone they can trust.

- **Encourage the interviewee to talk**

After opening the interview allow the interviewee to relate the details of the story completely before asking questions. Starting in this manner will allow the interview to related the information as he remembers it, giving you time to listen, take notes, and think of questions to ask. After the individual finishes, ask questions that will clarify points that you don't understand, are unclear, or issues that require more detail.

- **Actively listen**

Listening to what the interviewee is saying is as important as the questions you ask him / her.

- **Don't criticize or prejudge**

Don't criticize, judge, ridicule, etc., the interviewee, his or her emotions, situation, or the information they give you. Your personal opinions of the interviewee and his / her information are not important. Obtaining facts from the interview is important.

- **Stay in control**

You are the one conducting the interview, not the interviewee. Establish command of the process from the very beginning. Keep the interviewee on track. The interviewee is likely to be nervous and may ramble or interject unimportant information into the interview.

- **Don't rush the interview**

Allow enough time for the interview. If the interviewee feels they are being rushed they may feel that you are not truly interested in the information. This may limit the amount of information the interviewee is willing to give, or that you receive. The interview is not over until you have obtained all necessary information, or the interviewee refuses to talk further.

- **Take notes**

Record all facts stated by the interviewee. Take notes casually, and write while the interviewee is talking. Don't interrupt the interviewee to catch up your notes, learn to write rapidly. Don't let your note taking interfere with listening. Make sure your notes are accurate, clear, and legible. Information obtained during the interview will generally become the basis for either an incident report or a witness statement. If possible, consider recording the interview by using a portable tape recorder and transcribe the notes later.

- **Ask easily understood questions**

Speak on the same level as the interviewee. Word questions in language that the interviewee will understand. Don't ask confusing questions or attempt to "mix up" the interviewee to see if he / she is lying.

## **Internet Information Resources**

The following is a list of information resources available on the World Wide Web. This list represents some of the best sources of information relating to security, terrorism, disaster management, news agencies, medical information, national and international policy, etc. It should be noted that this list is only a partial representation of the information currently available on the World Wide Web. We encourage you to investigate the link sections of these sites to discover new resources. All of the web site addresses listed here were verified as operational at the time of this printing.

### **NOTE:**

Protective Research Group, Inc. has compiled and presented this resource list as an educational tool and does not except responsibility for the information content of any of the web sites listed.

### **United States Government**

**U.S. State Department** <http://www.state.gov>

**Federal Bureau of Investigation** <http://www.fbi.gov>

**Center for Disease Control** <http://www.cdc.gov>

**U.S. Department of Justice** <http://www.usdoj.gov>

**U.S. Department of the Treasury** <http://www.ustreas.gov>

**Federal Emergency Management Agency** <http://www.fema.gov>

**U.S. Department of Transportation** <http://www.dot.gov>

**Occupational Safety & Health Administration** <http://www.osha.gov>

**Environmental Protection Agency** <http://www.epa.gov>

**United States Fire Administration** <http://www.usfa.fema.gov>

**The White House** <http://www.whitehouse.gov>

**U.S. Senate** <http://www.senate.gov>

**U.S. House of Representatives** <http://www.house.gov>

**U.S. Department of Health and Human Services** <http://www.dhhs.gov>

### **Medical Information And Organizations**

**American Medical Association** <http://www.ama-assn.org>

**American Red Cross** <http://www.redcross.org>

**The American Academy of Experts in Traumatic Stress** <http://www.aaets.org>

**The National Center For PTSD** <http://www.dartmouth.edu/dms/ptsd>

**The International Society for Traumatic Stress Studies** <http://www.istss.org>

**World Health Organization** <http://www.who.ch>

**Pan American Health Organization** <http://www.paho.org>

### **Research Organizations**

**Rand Corporation** <http://www.rand.org>

**Cato Institute** <http://www.cato.org>

**Center for Strategic & International Studies** <http://www.csis.org>

**Federation of American Scientists** <http://www.fas.org>

**National Security Institute** <http://www.nsi.org>

**Protective Research Group** <http://www.proresearchgroup.com>

### **Terrorism Information**

**Terrorism Research Center** <http://www.terrorism.com>

**National Terrorism Preparedness Institute** <http://http://terrorism.spjc.cc.fl.us>

**Canadian Security Intelligence Service** <http://www.csis-scrs.gc.ca>

**Hate Watch** <http://www.hatewatch.org>

**Police Officer Internet Directory** <http://www.officer.com>

### **Security Resources**

**Protective Research Group** <http://www.proresearchgroup.com>

**Executive Security International** <http://www.esi-lifeforce.com>

**International Foundation of Protection Officers** <http://www.ifpo.com>

**American Society for Industrial Security** <http://www.asisonline.org>

**International Association for Healthcare Security & Safety** <http://www.iahss.org>

**Security Management** <http://www.securitymanagement.com>

**Executive Protection Institute** <http://www.personalprotection.com>

**CDT Training** <http://www.cdt-training.com>

**The Potomac Group & Associates** <http://www.potomacsecurity.com>

**International Training Group** <http://www.cdt-training.com/itgindex.html>

**The Taylor Group** <http://www.taylorgroup.net>

**International Association of Counter-Terrorism & Security Professionals** <http://www.securitynet.net>

#### **Disaster Preparedness and Response**

**Emergency Response and Research Institute** <http://www.emergency.com>

**National Association for Search and Rescue** <http://www.nasar.org>

**National Institute for Urban Search and Rescue** <http://www.niusr.org>

**Canadian Center for Emergency Preparedness** <http://www.ccep.ca>

#### **News Agencies**

**Cable News Network ( CNN )** <http://www.cnn.com>

**U.S. News and World Report** <http://www.usnews.com>

**Associated Press** <http://www.ap-wire.org>

**NBC News** <http://www.nbcnews.com>

**CBS News** <http://www.cbsnews.com>

**ABC News** <http://www.abcnews.com>

**Fox News** <http://www.foxnews.com>

**Washington Post** <http://www.washingtonpost.com>

**C-SPAN** <http://www.c-span.org>

**Los Angeles Times** <http://www.latimes.com>

**New York Times** <http://www.nytimes.com>

**The Weather Channel** <http://www.weather.com>

**National Weather Service** <http://www.iwin.nws.noaa.gov>

**Public Broadcasting Service** <http://www.pbs.org>

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